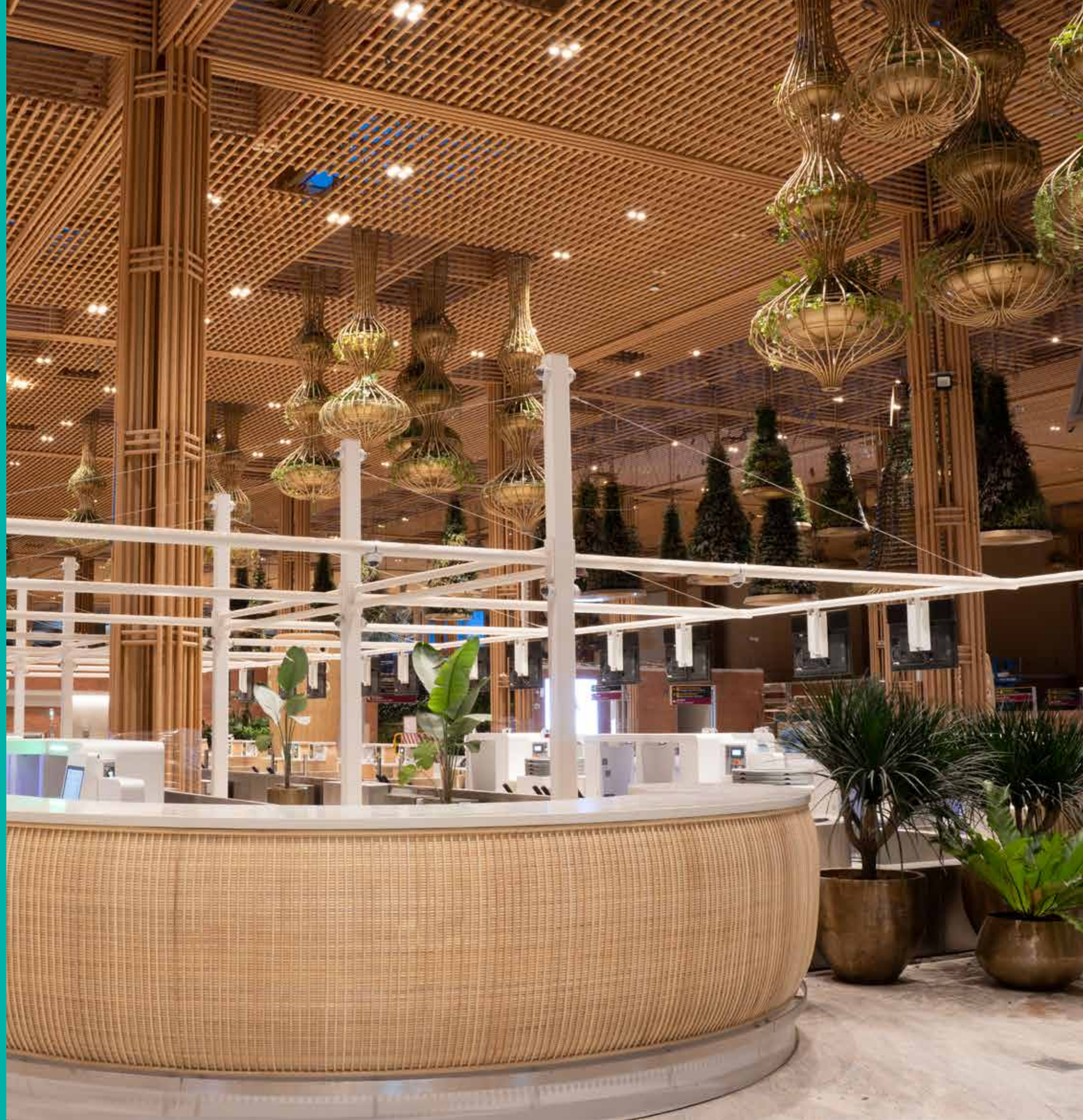
Kempegowda
INTERNATIONAL
AIRPORT
BENGALURU

ANNUAL SUSTAINABILITY REPORT 2021-2022

Recognised as a Green Airport by the Airport Council International (ACI) for Carbon Management

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Message from the MD & CEO

Dear Stakeholders,

I am pleased to share Bangalore International Airport Limited's (BIAL) 10th annual Sustainability Report with you for the financial year 2021-22. As a responsible corporate entity, we value the three main aspects of sustainability – people, planet, profit and make every effort to enhance our operations across the triple-bottom-line. Guided by the GRI Standards, this report gives an in-depth insight into the aspects of sustainability that are most relevant to our operations.

As one of the fastest growing airports in the world, we understand our responsibility towards passenger service. Our world has witnessed unprecedented changes in the last two years and our persistent efforts to cater to the needs and requirements of passengers during the challenging period of COVID-19 earned Kempegowda International Airport Bengaluru, recognition at the ACI (Airports Council International)World's 'Voice of the Customer' initiative. We have also received from ACI, Green Airport Recognition 2022, Platinum award for our carbon management. Improved connectivity to non-metro cities and regional destinations led to a two-fold increase in transfer passenger share. This increase positively impacted our economic resilience and sustainability as an organisation.

Our Sustainability vision is to 'Touch lives by nurturing a sustainable future through initiatives that drive economic, social, and environmental transformation.' Our sustainability roadmap 2030 is built on six key pillars – Water Stewardship, Net Zero Carbon Emission, Community-aligned Noise Management, Circular Economy, Sustainable Procurement and Sustainable Mobility. These pillars are supported by our core foundation values – Corporate Social Responsibility (CSR), Behavioural Change and Compliance.

Taking forward our commitment to sustainable growth is the newly built Terminal 2 (T2). From the architecture, design, construction and even technology that's implemented at T2, every aspect of the terminal is integrated with the principle of sustainability.

T2 is the largest airport terminal in the world to receive the USGBC LEED Platinum pre-certification even before the launch of its operations. LEED evaluates parameters such as water and energy savings, indoor air quality and low carbon emissions amongst other critical elements. When a building or development is certified, it means that the structure is employing best sustainable practices and GBCI validates this. However, a pre-certification endorses that the principles of sustainability were factored in by design, even when the project was being planned.

Our focus is not restricted to our campus alone, as we have made a far-reaching impact on the communities around the Airport through our CSR programmes.

In our journey towards sustainable progress and supporting the economic growth of the region, we continue to embody the values of a good corporate citizen and comply with all regulatory requirements. We will always strive to add meaningful and sustainable value to all our stakeholders.



Hari K. Marar
Managing Director and CEO, Bangalore International Airport Ltd
November 30, 2022



About Us

The Greenfield Kempegowda International Airport, Bengaluru, is operated by Bangalore International Airport Limited (BIAL) and is named after Bengaluru's founder, Hiriya Kempegowda. It has the unique distinction of being the first Greenfield Airport in India, established on a Public-Private Partnership (PPP) model.

BIAL was formed under The Companies Act of 1956 to build, own, and operate the BLR Airport for a 60-year concession period. At present, private promoters hold a 74 percent stake (Anchorage Infrastructure Investments Holdings Limited: 43.64%; FIH Mauritius Investments Limited: 10.36% and Siemens Projects Ventures: 20%) while the Government (Karnataka State Industrial & Infrastructure Development Corporation Limited: 13% & Airports Authority of India: 13%) holds the remaining 26%. Our operations commenced on May 24, 2008, nearly 33 months after the start of construction of the BLR Airport.

We expanded Terminal 1 in 2013 to meet emerging demands and growing passenger volumes, and by 2018, BLR Airport displayed remarkable growth to become the world's fastest growing airport.

As one of the leading airports in India, our direct services are shown in the figure below.

We also offer a variety of ancillary services, which we provide in collaboration with our community members and corporate partners. These services include connectivity to and from the city, fuel services, cargo, in-flight catering, ground handling, airline kiosks & check-in counters and passenger terminal requirements. Additionally, we provide lounges, duty-free shopping, medical, car parking, and bus transportation facilities.

- 01 Three-lane taxi operations
- 02 Adequate Aircraft Parking Bays
- 03 Infrastructure for Operations
- 04 Aerobridges
- 05 Technology for Operational Efficiency
- 06 Emergency Hospital
- 07 Aircraft Rescue & Fire Fighting
- 08 CAT III B Runway Operations
- 09 Food & Beverage & Retail offerings

Fig: Direct Services offered by BIAL



Fig: Highlights of the Year 2021-22

Our Core Values & Vision

Our vision is to facilitate journeys, create experiences, and touch lives as the new gateway to India. We are committed to deliver a pleasant airport experience to our passengers and tourists, in addition to improving infrastructure and launching new routes.

Driven by our vision, we aim to transform BLR Airport from a mere transit point to a destination in itself where travellers come to relax, shop, and do business, thereby adding value to the local economy by creating opportunities for direct and indirect employment.

BIAL strives to provide a consistent, caring, and friendly environment for travellers while upgrading airport amenities and deliver a higher level of customer satisfaction.

Our values are the standards that govern our attitude, activity, and behaviour in relation to the following page:

01

INTEGRITY

We will always do the right thing

02

TRUST

We will cultivate relationships based on mutual trust

03

COLLABORATION

We work better together

04

CARE

We show that we care through our actions

05

EXCELLENCE

We always seek new and better ways of doing things











Journey of BLR Airport

The journey of BLR Airport



1994

An idea is born to set up India's first PPP Airport

1999

Project awarded to Siemens-led consortium with L&T & Unique Zurich Airport; 40:17:17 equity; GoI & GoK13% each

2001

Incorporation of BIAL

2004

Jul 5: BIAL signs Concession Agreement with GoI

2005

- Jan: State Support Agreement & Land Lease Deed signed
- Apr: OMS Agreement with Zurich Airport
- Jun: Financial Closure

2006

Construction of Airport commences

2007

Commissioning and trials begin



2008

May 24: History in the making! AI 609 MUM-BLR lands.

2010

Expansion of Terminal 1 begins



2012

50-millionth passenger at BLR Airport

2013

Inauguration of Terminal 1A
Airport renamed as Kempegowda International Airport, Bengaluru



2014

Inauguration of expanded Terminal



2015

Planning begins for T2 & South Runway

2016

Welcomes 100-millionth passenger

2017

Fairfax India Holding Limited acquires stake in BIAL

2018

- Fairfax India Holding Limited increases stake to 54% (6% from Siemens)
- L&T wins contract for South Runway & Terminal 2

2019

- Digi Yatra -biometric-based boarding solution launched
- Second runway commenced operations
- Welcomed 32.36 million passengers in FY 2019-20

2020

- Launched Contactless Passenger Processing
- South Runway upgraded to CAT III B compliant

2021

- Launched direct route to USA (San Francisco)
- Completed North Runway refurbishment

2022

- Beta version of DigiYatra was rolled out
- Qantas launched their direct flight from Bengaluru-Sydney
- BLR Airport crosses 250 million Passenger mark

Key Highlights & Awards

- ACI's Green Airport Recognition 2022 – Carbon Management (Platinum Award)
- Best Regional Airport in India and South Asia title at the 2022 Skytrax World Airport Awards
- BLR Airport achieves Airport Council International's (ACI) Airport Health Accreditation (AHA)
- Awarded 'Golden Peacock' National CSR Award 2021 from the Institute of Directors for its flagship CSR programme, Namma Shikshana
- PEER (Performance Excellence in Electricity Renewal) Platinum certification by Green Building Certification Inc. (2022)
- BLR Airport emerges as the No.1 Airport in the country for Perishable Shipment in FY 2020-21
- BLR Airport has been adjudged the 'Best Airport' under the General Category, and has won the 'Aviation Innovation' Award at the Wings India Awards 2022 event jointly organised by the Ministry of Civil Aviation and FICCI
- Most Innovative Environmental Project Award and the Most Useful Environmental Project Award at the 8th CII National Award for Environmental Best Practices 2021
- BLR Airport judged as 'The Best Airport Staff in India and Central Asia' at the Skytrax World Airport Awards 2021
- FICCI Smart Urban Innovation Award for Solar & Renewable Energy
- BIAL receives global recognition at the Airports Council International World's 'Voice of the Customer' initiative through ACI's Airport Service Quality (ASQ) programme
- BLR airport has been inducted into the prestigious Airports Council International (ACI) Director General's Roll of Excellence for the year 2020 for consistently delivering superior customer service
- Best Greenfield Airport, Cargo at India Cargo Awards 2020
- Best Regional Airport in India / Central Asia from Skytrax
- BLR Airport judged the Best Airport by Size & Region for 25-40 Million Passengers Per Annum at the Airports Council International's Airport Service Quality (ACI-ASQ) Awards 2020
- Bangalore International Airport Limited (BIAL), has been awarded the prestigious PEER (Performance Excellence in Electricity Renewal) Platinum certification by Green Building Certification Inc. (GBCI), the foremost authority on sustainability in building design, construction, and operations. This honour makes BIAL the first airport operator in the world to receive an outstanding score of 92/100 for its airport power infrastructure.
- BLR launched a marketing campaign - #TimetoReconnect. The campaign focuses on reassuring passengers about safe airport experiences and encourages them to travel and reconnect with their loved ones
- BIAL's CSR Programme Namma Shikshana bagged Moodies Award 2020 for Best CSR/ Cause Advocacy
- Certified Great Place To Work (GPTW)
- Winner of 'Best Use of Integrated Communications' for #PlasticBeku campaign at Fulcrum Awards 2020
- A Special Mention at the Fulcrum Awards 2020 In-House Corporate Communications Team of the Year
- BLR's Aviation Safety Team bagged Gold Rating and Second Runner up in the CII competition for Business Transformation Initiatives in July 2021
- Bangalore International Airport Limited was awarded by Airport Council International for the support to ACI with respect to the ACI World's Airport Excellence Programme (APEX) for the year 2021.
- BLR Airport Becomes First in South Asia to Commission Rosenbauer Firefighting Simulator



Our Community

Materiality Level: Medium

SDG contribution:

To successfully ensure seamless and continued operations, BIAL partners with various specialists from diverse domains, including concessionaires, Food and Beverage (F&B) operators, retailers and suppliers. For safety, operations, security and quality, the airport adheres to several recognised standards and recommendations, including International Civil Aviation Organisation (ICAO), International Air Transport Association (IATA) Guidelines, Ministry of Civil Aviation (MoCA), Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security (BCAS), and Airports Authority of India (AAI) among other relevant standards. Our suppliers are chosen carefully after a rigorous selection procedure that includes a thorough technical and financial assessment. We encourage a healthy competitive environment, which is reflected in the efficiency of our concessionaires, cargo handlers, ground handlers, fuel suppliers, caterers and other partners. We are currently developing a standardised supplier sustainability assessment protocol to make sure our suppliers adhere to specific criteria, and comply with our Code of Conduct for business and operations purposes. This secures their agreement on compliance with legal requirements and global benchmarks in human rights. In addition, all our suppliers and contractors are formally assessed on aspects related to human rights. Furthermore, we have created a policy to improve our operations while also protecting the environment. This policy encourages the use of eco-friendly and environmentally efficient products, purchase materials from sources that are less polluting or use green technology, and vendors/ concessionaires who use recycled materials are given preference under the policy. We communicate our environmental commitments with all our stakeholders and suppliers to enable seamless alignment. With a focus on sustainable procurement, this protocol ensures that we make purchase decisions that not only meet the organisation's needs for goods and services, but also benefit the society at large and minimise the impact on environment. A majority of our material requirements are sourced from within the country and payments are made in the local currency to boost the local economy.



NON-AVIATION SERVICES BY CONCESSIONAIRES & PARTNERS

- Retail and Duty-free Outlets
- Food and Beverage Outlets
- Airport Advertising
- Airport Hotel
- Meet and Assist Service
- Lounge
- Day Hotel
- Landside Traffic, Budget & Premium Parking
- Airport Taxis
- Airport Shuttle Service
- Intercity Airport Bus Service
- Medical Care

AVIATION SERVICES BY CONCESSIONAIRES & PARTNERS

- Flight Catering
- Ground Handling
- Cargo Handling
- Fuel Farm
- Into-Plane Service
- Line Maintenance

AIRPORT OPERATIONS BY BIAL

- Airfield
- Passenger Terminal Building
- VIP Lounge and VIP Terminal Building
- Airport Operations Control Care (AOCC)
- Aviation Security
- Airport Safety
- State-of-the-art Information & Communication Technology (ICT) Infrastructure
- Passenger Flow Management
- Dedicated Passenger Convenience Facilities
- Engineering & Maintenance

SOVEREIGN & RESERVED FUNCTIONS

- Air Traffic Navigation Services
- Aviation Security
- Customs
- Immigration
- Animal Quarantine Certification Services
- Plant Quarantine Certification Services
- Transhipment Cargo
- Additional Drug Controller
- Textile Committee Office

About the Report

At BIAL, we continuously develop our strategies to incorporate principles of sustainability into our business approach. We value the trust our customers and other stakeholders place in us, and we make every effort to sustain it.

We strive to be transparent, communicative, and efficient. Our report follows the Global Reporting Initiative (GRI) Standards, a globally accepted standard, to display our sustainability efforts and performance to our stakeholders. The report helps us monitor our performance and continuously improve our operational efficiency. It presents the data behind the performance claims for easy comprehension.

Reporting Period: Financial Year April 1, 2021, to March 31, 2022

Reporting Scope and Boundary: This report outlines the key performance aspects that form the triple bottom line: social, enviromental and economic performance. Bangalore Airport Hotel Limited (BAHL), a subsidiary of BIAL, has been excluded from the scope of the report. Sustainability initiatives and performance of Bangalore Airport City Limited (BACL) a new subsidiary of BIAL is showcased in this report. BIAL has leased out space to airlines, concessionaires, and retailers. The sustainability performance of such entities such as airlines, concessionaires, and retailers within BIAL's operational boundaries are also not included in the report.

Reporting Standards: This report follows the GRI Standards. Performance Indicators from the Global Reporting Initiative (GRI) G4 - Airport Sector Supplement are also reported. We have included both quantitative and qualitative information. We are continuously working on improving our processes and system of collecting and presenting data to cover all relevant topics comprehensively.

The information presented in this report is based on various sources. Some of this is available on the public domain, while the rest are compiled from verified data based on BIAL's internal documentation and monitoring.

Report Content: Our core values and stakeholder opinions have guided the content of this report. It is compiled within the principles of materiality, completeness, stakeholder inclusiveness and considers our unique sustainability context.

It details our holisitc sustainability activities and charts our progression against each material aspect. It covers our short-term, medium-term and long-term goals as well.

The report acts as an additional database of BIAL's sustainability performance.

Assurance: This Sustainability Report has been assured by a third party – TUV India Pvt Ltd and follows the ISAE 3000 Standard.

Date of the most recent report: 2020-21

Contact: Ayesha Tabassum, Deputy Manager – Corporate Communications

Email: ayesha@bialaiport.com



Our Stakeholders

At BIAL, we recognise that our stakeholders are our greatest strength as we continue to grow, innovate and focus on sustainability. We define stakeholders as those individuals and institutions that impact or are impacted by the business activities of our organisation. Our proactive stakeholder engagement is extensive, with an emphasis on increasing the effectiveness of our sustainability initiatives.

This also assists us in maintaining our social license to operate while ensuring that stakeholder concerns are identified and addressed in a timely manner. We focus on three key parameters in our engagement strategy – completeness, materiality, and responsiveness – following the guidance of the Account Ability 1000 Stakeholder Engagement Standard (AA1000SES) and employ formal and informal mechanisms outlined therein.

A designated internal team oversees the identification, engagement process, and implementation mechanisms. This team also documents, implements and manages the criteria for stakeholder identification and engagement process.

Such engagement helps in identifying focal points for sustainability reporting, capturing unresolved stakeholder concerns and building innovative strategies to meet stakeholder concerns. Representatives of various BLR Airport functions, namely concessionaires, retailers, F&B, business partners from airlines, etc., attended our stakeholder engagement exercise conducted in 2020. We discussed long-term and short-term issues concerning sustainability aspects, stakeholder expectations, concerns, solutions as well as the Airport's performance during the session.

1. Identification of key stakeholders
2. Strategising stakeholder engagement approaches for each stakeholder group and identifying key concerns
3. Analysing responses from the stakeholder engagement exercise on BIAL`s sustainability activities to highlight key concerns raised & formulate innovative sustainable strategies for BIAL.

Stakeholder Engagement Matrix

Stakeholder	Representative Groups	Engagement Method	Frequency	Key concerns raised	Response to concerns
Customer	Airlines Passengers Cargo Handlers Others	Direct Face-to-Face (Pre covid) & Online Meetings	Fortnightly & Monthly	Operations	Construction and commissioning of a dedicated Express cargo terminal for handling international courier cargo.
				Efficiency	Introduction of Airport truck management facility by Shell.
					Implementation of Air Cargo community system.
				Safety	Conversion of the single-lane road to 2 lane road operations.
				Lighting Issues	Approx. 950 CFL Lights replaced with LED lights.
				Water Management	Installation of prismatic taps and flow reducers/aerators for all flushing and urinals helped reduce the water discharge resulting in 85% water savings by partners.
				Waste Management	Used oils removed from the material handling equipment are sent to PCB authorised recyclers for recycling as per the PCB guidelines.
				Recycling	Approx. 14 tonnes of papers were sent for recycling resulting in a saving of 240 no's of fully grown trees from getting axed for the manufacture of papers.
	Aviation Concessionnaires	Face to Face (Pre covid) & Online Meetings	Fortnightly & Monthly	Efficiency of GH Equipment and Vehicles	Adoption of electric ground service equipment under trial to phase-out older equipment and vehicles. The transition from diesel boiler to LPG / electric boiler at flight catering units.
				Sustainability	Minimising water wastage by installing sensor-based taps or nozzles. Transition to electric dishwasher.Use of solar power lighting solutions. Disposal of catering waste (wet/ dry) to authorised vendors for appropriate disposal & conversion to organic fuel. Use of motion sensor electric switches for a lighting solution.
Employees	1236	Town Hall meetings	Annual,	Internal events & happenings	Developing code of conduct.
		Regular company updates	Need-based	Employee concerns.	Whistleblower policy.
		Employee Forums	Quarterly		Comprehensive HR policy to ensure the redressal of concerns
Local Communities	Communities around airport	Community engagement programme, Participation in community services	Need-based	Development of facilities for rural development, watershed management, education, healthcare and various other requirements.	Developing CSR policy and community Programmes focused on community-level concerns
Non-governmental	Business forums & academic institutions participating in forums & seminars	Attending conferences and meetings, Engage in direct dialogues, participation campaigns	Need-based	BIAL performance figures, Upcoming projects, Benchmarking	Regular interactions to update business forums on upcoming trends and projects






Materiality

At BIAL, we use a comprehensive and inclusive approach to identify and address highest priority aspects within our operations. Materiality assessment enables us to not just define focal points for the Sustainability Report and helps us in prioritising and developing its content, but also refines our focus to approach sustainability strategy development. This exercise includes both internal and external aspects essential to the interests of our stakeholders and factors in our impact on various levels - including direct and indirect, positive and negative, actual and potential etc. Through this assessment, we have identified sustainability aspects that are most relevant to our business operations by following GRI Standards guidelines. Broader societal expectations such as airport security, customer health and safety, community well-being etc., were also considered during this assessment. The materiality matrix was produced by mapping stakeholder inputs alongside organisational impact. Since there were no significant changes in business operations, the material topics for the reporting year 2021-22 remained similar to the previous year. These topics were also reviewed for relevance by sustainability consultants to arrive at the material topics for the current reporting period. It is imperative to note that materiality in a reporting context denotes the sustainability reporting priority for the reporting year. Therefore, a material topic deemed "High" or "Low" only indicates the level of reporting depth for that topic within this report. It does not indicate the importance of the topic itself. All aspects of sustainability are relevant to the organisation and over the years, reporting these topics has been prioritised at an organisational sustainability strategic level and addressed appropriately. Our progress is documented in different sections within this report.





Fig: Materiality Matrix

BIAL SDG Index

Material Topics	The United Nations Sustainable Developement Goals (UN SDGs)																
	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Energy							●					●	●				
Training & Education								●									
Security									●								
Water						●					●	●		●			
Occupational Health & Safety			●					●									
Employee Well-being			●					●		●							
Customer Health & Safety			●														
Risk Management												●	●				
Anti-Corruption									●							●	
Socio-Environmental Compliance			●					●				●		●	●		
Labour Management Relations			●					●									
Diversity, Equal Opportunity & Non-Discrimination					●					●						●	
Economic Performance								●	●		●						
Emissions						●							●		●		
Noise			●														
Effluents & Waste							●					●		●			
Communities			●	●			●				●						

Table 2: Materiality - UN SDG Index

BIAL UN SDG INDEX includes all topics which have a High Materiality level

Corporate Governance

At BIAL, we strongly believe that corporate governance plays a vital role in creating long-term value for our stakeholders and for BIAL's sustainability performance. Our strong governance framework which is at the core of our operations and our values of transparency, accountability, and equity trickle-down to every aspect of our operations. Our Board of Directors govern the overall direction of our business.

The Board develops and ensures the implementation of business strategies, approves plans, sets annual budgets, and makes key decisions relating to important aspects of our organisation. Our Managing Director and CEO, along with C-Suite Level Officers (CxOs), make key decisions that govern day-to-day operations at BIAL, including airport operations and associated services. BIAL, a Public Limited Company registered under the Companies Act, 2013, operates on a PPP model. The shareholding pattern remains the same as the previous year and is as shown below:

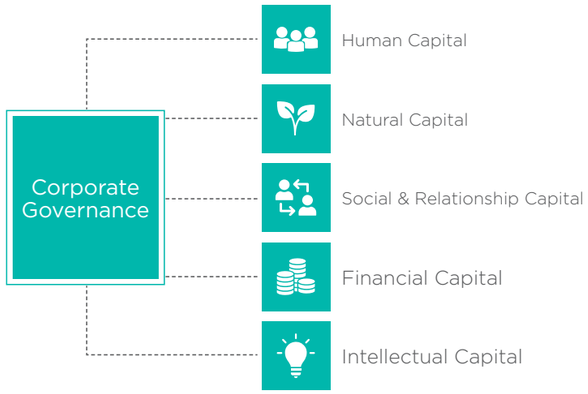


Fig: Corporate Governance

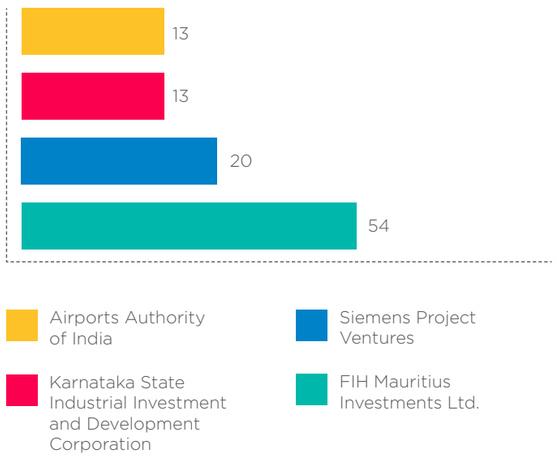
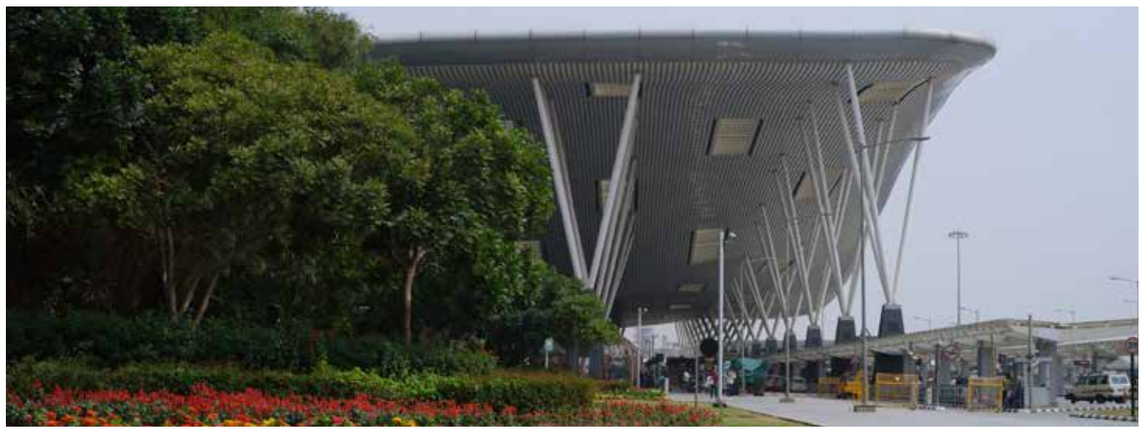


Fig: Shareholding Pattern of BIAL

Corporate Governance Framework:

- Robust Board
- Secretarial Audit
- Board's Performance Evaluation
- Leadership-Driven Sustainability
- Vigil Mechanism and Integrity
- Effective Risk Management Process



Composition of the Board

Our Board consists of highly competent professionals who bring their unique experiences and relevant expertise to BIAL.

Composed of the right blend of qualitative and quantitative competencies, our Board ensures BIAL meets all compliance requirements, delivers quality service, and grows sustainably. It ensures effective implementation of governance frameworks and operational alignment with internationally recognised standards, the Board of Directors Manual, Committee Regulations, Code of Conduct and Ethics and Sustainability Policy.

Our Company Secretary is also an integral part of the Governing Body, responsible for ensuring effective implementation of the Board's decisions and adherence to various compliance requirements.

Members of the Board as of 31 March 2022

Name	Designation
Mr. P. Ravikumar, IAS	Chairman
Mr. Hari K Marar	Managing Director & CEO
Mr. Dharmendra Bhojwani	Director
Mr. Joyanta Chakraborty	Director
Mr. B H Anil Kumar, IAS	Director
Dr. Ekroop Caur, IAS	Director
Mr. Gopalakrishnan Soundarajan	Director
Mr. Chandran Ratnaswami	Director
Mr. Sumit Maheshwari	Director
Mr. Marcel Hungerbuehler	Director
Mr. Basil Wetters	Director
Mr. Marcus Turnwald	Director
Ms. Renu Sud Karnad	Independent Director
Mr. Yves Antoine Dufresne	Independent Director

Sustainability

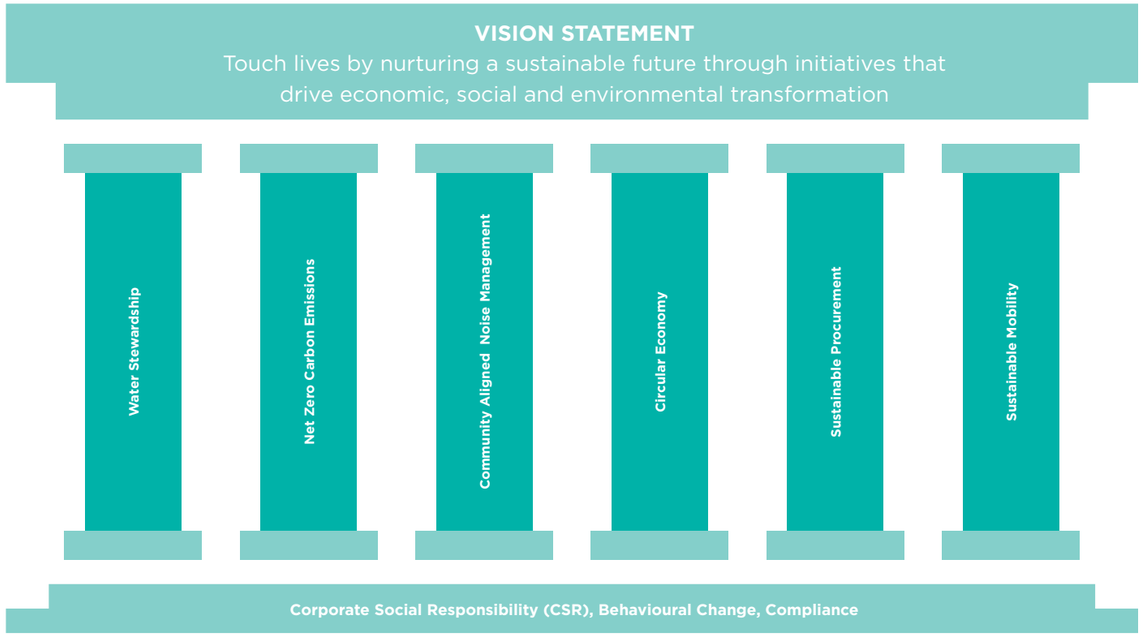
Sustainability being the cornerstone for BLR Airport, BIAL works with partners and stakeholders to create an ecosystem that encourages growth that is equitable and environmentally sound. BIAL has made a long-standing commitment to minimise the impact on the environment, ensuring sustainable growth across the triple bottom line — people, planet and profit. We recognise the 17 Sustainable Development Goals set by the UN as a guiding framework and worked with partners and stakeholders to encourage environmentally sound and equitable growth ecosystems.

During this period, BIAL has made tremendous progress by achieving energy neutrality. Over 95% of our energy needs are covered using renewable sources through our onsite and offsite power purchase agreements. When it comes to water management, we value water as a precious finite resource and we conserve more water than we consume. This approach has considerably reduced our dependency on municipal water supplies. Now, as we expand our operations at BLR Airport, we aim to remain the flagbearer of sustainable operations. We have already executed various measures to reduce our carbon footprint and protect our environment and we are committed to continue on this path of triple bottom-line growth. Further, sustainability is a critical component of our corporate governance strategy. Our Board and its committees apply transparent and quantitative measures to comprehensively understand BIAL's sustainability performance and drive strategies using a top-down approach.

We periodically evaluate environmental, social, health, and safety performance to monitor our performance across these aspects while continuing the growth path. Our Board comprises several committees responsible for the review and management of various sustainability and non-sustainability related functions. These include the Audit Committee, Management Committee, Compensation Committee and CSR Committee. In addition, we have implemented several policies to guide our sustainability agenda.

- Energy Management Policy
- Water Management Policy
- Green Procurement Policy
- Environmental Policy
- Quality Policy
- Health and Safety Policy
- Whistleblower Policy
- Enterprise Risk Management Policy
- Guide to Ethical Conduct
- Gift & Hospitality Policy
- Equal Employment Policy
- Right of Persons with Disabilities Policy

Our Vision & Road Map (2030)





BACL

Bengaluru Airport City Limited (BACL), a wholly owned subsidiary of Bangalore International Airport Limited (BIAL), is building an Airport City to standards that will be unprecedented, a futuristic city where innovation happens 24/7 and that will be a test bed for 'Global Urban Solutions'. Bengaluru Airport City is planned as a Sustainable, Smart, Vibrant city celebrating a culture of innovation.

Since the inception of Bengaluru Airport City (BAC), sustainability is a core principle for planning, and design. Instead of retrofitting at a later stage, BAC is adopting sustainable urban design practices from day one. For this purpose, BACL has charted out sustainability centric Urban Design Guidelines (UDG's) that are shared with our concessionaries to ensure that they adhere to green building norms.

Our 1st concessionaire, Peekay steel, commenced the design for their facility by following sustainability guidelines. They have planned areas for 18% landscape on ground, rainwater harvesting systems, roof tops with high albedo materials, 10% charging stations for EV vehicles, façade green & so on. Aligning with the overall sustainability vision of BIAL, BACL has implemented certain pilot solutions for sustainable mobility & net zero carbon emission, for which, BACL has executed its pilot infrastructure serving 52 acres of development of continuous cycle tracks. BACL has also implemented individual dimmable IOT based street lighting design which has enabled 40% energy savings. BAC is tying up smart initiatives to enable sustainability. Some of the key features of our sustainable street design include:

- Dedicated cycle tracks to enable sustainable mobility & last mile connectivity.
- Integrated underground digging free utility corridor for accessible public realms.
- Smart RMUs with inbuilt thermal sensors, smart water and energy meters monitored through dashboards for metering and monitoring.
- IoT based individual dimmable streetlighting system to aid net zero carbon emissions.
- 6% of bitumen replaced with recycled plastic waste to enable circular economy.
- Light pavers with low SRI to reduce Urban Heat Island effect.
- Security & surveillance and air quality monitoring.
- 90% shaded sidewalks, medians, shoulder, public realm of local adaptive species, to reduce urban heat island effect.



Performance Evaluation and Remuneration

Six board meetings were held in the reporting year. In one of the meetings, the appropriate committee of the Board Directors considered and evaluated the Board's performance as well as other non-independent directors. The committee evaluated the Board of Directors based on appropriate evaluation criteria: The Board evaluation was based on composition and statutory compliance, understanding of business risks, adherence to processes and procedures. Also, overseeing management's procedures for enforcing the organisation's Code of Conduct, ensuring various policies, including the Whistleblower Policy of the Company, were in force and actions were taken as appropriate.

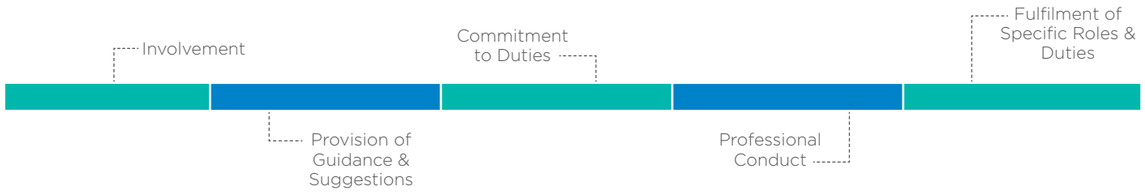


Fig: Evaluation criteria for the Board of Directors







Operating with Integrity

Materiality Level: High

SDG contribution:

At BIAL, we understand the importance of managing our operations with the highest standards of integrity, ethics, and respectable business conduct. The illustration below captures our framework for ethical operation:

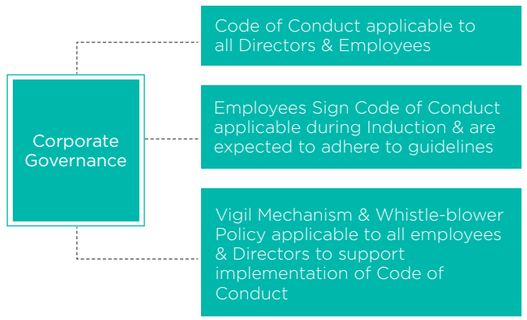


Fig: BIAL framework for ethical operation.

This framework along with its underlying mechanisms serves as a formalised system to report any violations against the Code of Conduct, cases of misconduct, or unethical behaviour. The framework also gives employees a platform to voice their grievances or report any cases related to unethical behaviour, fraudulent activities, or violation of the Code. It also provides direct access to the Chairman of the Audit Committee in case of immediate concerns. With ethics at the core of all our operations, we follow a no-tolerance approach to any form of corruption. In fact, bribes in any form are prohibited. This applies to all of our employees.

BIAL describes a bribe as:

- Kickbacks or kickback schemes
- Unexplained rebates
- Payments for advertising or other disguised allowances or expenses
- Cash payments

As a large organisation, working with various community partners and people on a regular basis, we recognise the propensity to the risk of corruption. With this awareness, we take adequate measures to closely monitor the risks involved and employ appropriate mechanisms to mitigate them as and when they arise. We also have provisions for reporting any cases of corruption through our Vigil Mechanism and Whistleblower Policy.

We are committed to providing an open and transparent culture where employees feel safe to raise concerns regarding unacceptable and unethical practices, including misconduct. The Whistleblower Policy applies to employees across departments. It intends to cover the following instances of suspected unethical and improper practices or wrongful conduct, which employees - in good faith - believe to exist. The specific examples listed below are only illustrative and should not be construed as exhaustive.

- Criminal offences (corporate fraud, corruption, bribery, or theft), which has been or are likely to be committed
- Unethical business conduct and serious regulatory or financial irregularities
- Misappropriation/misuse of company funds or assets
- Falsification of transactions / documents
- Falsification in the company's financial records
- Misuse of authority
- A substantial and specific danger to public health and safety
- Discrimination against any member of the staff due to gender, religion, caste, etc.
- Sexual harassment

Strict action is mandated against corruption applicable to employees, and business associations (including suppliers, customers, and partners) in line with our ethical standards. We also communicate our Code of Conduct to all our business partners, employees, suppliers, and other stakeholders during empanelment processes to extend ethical requirements across our operations. These include guidelines from our Guide to Ethical Conduct, which outlines recommendations and best practices surrounding topics such as: acceptance of Gifts, Fraud, Harassment-Free Workplace, Antitrust, Ownership of Intellectual Property, Proprietary and Confidential Information, Inside Information and Trading Securities, Software, Recordkeeping, Financial and Export Controls, Email, the Internet, and the Use of Company Property.

Adequacy of Internal Financial Controls

We have a proper and adequate system of internal controls, ensuring all transactions are authorised, recorded, and reported accurately. It also safeguards and protects assets against loss from unauthorised use or disposition. Additionally, there are operational controls and fraud risk controls, covering the entire spectrum of Internal Financial Controls. An extensive Programme of internal audits and management reviews also supplements the Internal Financial Controls framework process.

The internal audit team, along with the process team, monitors and evaluates the efficacy and adequacy of internal control systems in the company, its compliance with operating systems, accounting procedures and company policies. Based on the report of internal audit, corrective actions, if any, are undertaken in the respective areas and controls are strengthened. Significant audit observations and responses/ corrective actions, if required, are presented to the Audit Committee of the Board. We also conduct regular risk assessments for all our operations. In FY 2021-22, we did not report a single instance of fraud, corruption, or unethical behaviour.



Risk Management

Materiality Level: High

Risk Management and Business Continuity are essential to every organisation. Serving as the primary airport in one of India's leading cities, Bengaluru, we are conscious about our direct and indirect impact from our day-to-day operations, the multiple stakeholder groups we work with and the potential risks arising out of it. In response, we direct diligent resources towards identifying, assessing, and mitigating risks arising out of direct and indirect operations in a proactive and timely manner.

Our comprehensive risk management model enables effective decision making, operational planning & prioritisation. We have also developed a systematic risk identification and management framework to ensure mitigation of risks within a fixed timeframe. Risks surrounding our business activities are methodically identified by conducting regular assessments. We examine the probability of such occurrences, identify events before their occurrence, and develop tools to address emergent risks. Our Board and management have also refreshed the Enterprise Risk Management framework as part of sound corporate governance. BIAL has a proven record of reliability, safety, and profitability, focusing primarily on 'end-to-end' integration and thinking beyond conventional risks. The Enterprise Risk Management (ERM) team currently manages all the top risks of BIAL through a holistic risk management approach of periodic risk reviews, Process Risk Assessment and Key Risk Indicators (KRI). Key Risk Indicators (KRI's) are metrics used by organisations to provide an early signal of increasing risk exposures in various areas of the enterprise.

ERM team has developed several KRIs which track the Risk Profile of BIAL and alert the management about any potential downswing. KRIs, over a period of time, will reflect how quickly and adequately BIAL responds to critical risks. We are committed to fostering a risk intelligent culture at BIAL and have conducted several awareness sessions for our employees throughout the year along with half-yearly reviews and deliberations on all completed tasks. ERM Risk Register is reassessed under the changed business environment and the risk ratings are reviewed to see if there is any risk movement. Moreover, under the Chairmanship of the MD & CEO, the Strategic Group reviews top endogenous and exogenous risks at periodic intervals, with annual reports submitted to the Audit Committee. This is based on a thorough analysis of various international ERM frameworks and standards of other global airports to set the benchmark for best practices. The ERM team assesses risks for all fundamental aspects of our operations, including:



Aviation Safety & Risk Management

The aircraft and ground operations related hazards are identified through proactive and reactive methods by considering predictive data inputs. Hazard Identification Risk Assessments (HIRA) are carried out for all the major activities on the airside, in which risks are identified, control and mitigation measures are identified along with its severity and probability. The entire process is derived from relevant ICAO & DGCA regulations and documented in the Safety Management System Manual of BIAL. A Hazard Library is being maintained by Aviation Safety within which the hazards are categorised as Facility Related, Operations Related, Works Related and others.

Robust procedure for Change Management is being adhered to and all the major project approvals are obtained in Design/Concept, Execution and Commissioning levels, which includes impact assessment and hazard identification in each stage.

Risks related to Climate Change

We recognise that climate change could potentially impact our business activities. With this awareness, we have developed concrete steps to identify related risks, including financial implications and other possible impacts. Climate Change risk mitigation is a core component of our Business Continuity Management policy. Taking the precautionary approach, we are currently working on a model to identify critical environmental risks and strategise mitigation initiatives as part of our environmental management system. Under the potential implications, we have considered the following:



Higher summer temperatures

- Changes in summer demand patterns
- Heat damage to infrastructure



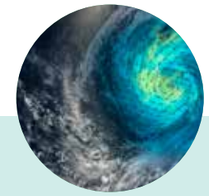
Increased convective weather

- Increased delays
- Lack of handling capacity at diversionary airports



Increased precipitation

- Impacts on capacity/delay
- Inundation of runways and taxiways



Changes in wind direction

- Increased crosswinds
- Capacity implications
- Potential procedure



Climate change can cause numerous health risks such as vector-borne diseases. Such risks can derail the regular functioning of the airport, either in the short or long term. It can cause delays in flights, diversion of flights to other airports, in case of emergencies, cancellation of flights, drop in passenger traffic, etc., as witnessed during the COVID-19 pandemic during the reporting period. Thus, climate change risks also have potential financial implications on revenue. To counter this, we have introduced adequate indemnification measures for all physical risks arising from climate change. We are implementing mitigation measures to reduce the climate change risk considerably and are prepared to implement adaptation measures.

Business Continuity and Resilience

BIAL is the first Airport in the world to hold the ISO 22301 - Business Continuity Standard certification. In November 2021, BIAL underwent a transition and surveillance BCM external audit to upgrade its certification. A total of 13 departments and 23 processes were audited on-site, maintaining COVID-19 protocols. BIAL successfully transitioned from ISO 22301:2012 to ISO 22301:2019 standard.

We introduced the Corporate Resilience programme that focuses on how fast a company can bounce back to normalcy after a disruption. We successfully prepared and implemented a Corporate Resilience Policy - one of its kind in the Indian aviation industry. The Corporate Resilience team manages the operational & non-operational risks (except those directly managed by ERM Team) identified through the various mechanisms. Moreover, there are Business Continuity Plans for nearly all operational teams in BIAL and our concessionaires. We are also taking proactive measures to update all existing Business Continuity Plans considering the COVID-19 situation. Post-lockdown, operation resumption was created with inputs from COVID- 19 War Group for a safe and seamless reopening of the Airport.

The following section is a glimpse into some of the risk management projects that were conducted:

1) BIAL took a three-pronged approach to ensure efficient rainwater management across Terminal, Airside, and Landside buildings during the heavy monsoon season.
2) The Bureau of Civil Aviation Security (BCAS), Bengaluru conducted a two-day virtual seminar on Civil Aviation Security. The seminar was in line with the International Civil Aviation Organisation's (ICAO) theme for the 'Year of Security Culture' and received zealous participation from various stakeholders across the aviation ecosystem. It saw discussions on issues related to security as well as ways to address the latest and emerging threats to civil aviation.
3) An advanced risk training program was conducted for the ERM Core Group. It helps in building a Risk Intelligent Culture for BIAL which can predict, prevent, or withstand impacts and build resilience.
4) A 5-day ISO 22301:2019 Lead Auditor training for BCM Internal Auditors was successfully completed, with support from the Learning & Development team. The training was imparted by CORE, one of the leading BCM professionals in India and abroad.
5) Indian Oil Skytanking Limited (IOSL) invited the ERCR team to train their pan India Risk Champions on risk and resilience.
6) Crisis management training was conducted every month for 2 hours for two consecutive days, followed by a table-top exercise.
7) "Challenger 21 - Readiness Towards Resilience" program was a full-scale aircraft emergency exercise aimed at testing and validating its aerodrome emergency plan, procedures, systems, facilities, and its readiness towards continuity of airport operation. It saw a wide participation of 65+ organisations and 200+ respondents. Challenger 21 was materialised with training, coordination meetings, table-top and modular exercises spread over six months.
8) The BLR Airport's Dare Experts (Disabled Aircraft Recovery Experts) have completed hands-expert training at the KUNZ Recovery Training School in Germany. With the training, BLR Airport becomes the only airport in India and South Asia to have Code-F (excluding A-380) compatible aircraft recovery equipment & trained professionals.

Our Approach to Climate Change Mitigation

Anthropogenic climate change is a reality, and we must treat it as an immediate risk. At BIAL, we are committed to contributing towards climate change mitigation, which is why our goals are aligned directly with the objectives of the Paris Agreement. Our multi-pronged approach to climate change mitigation includes:

- Increasing renewable energy generation and procurement
- Zero Scope 2 carbon emissions
- Green-belt development across the airport to support climate change mitigation actions
- Plans to be a benchmark in the industry for sustainability
- Support UN's Sustainable Development Goals
- Implement responsible consumption of resources across our operations

However, implementing our objectives and achieving our milestones was not without hurdles. We faced several challenges, ranging from carrying out operations without interrupting daily operations to the cost of transportation, among many others. Still, we continued to explore multiple options and technology solutions available in the market, which helped us overcome challenges and achieve our goal within a short span of time. Today, we use renewable energy, including solar and wind power, for various Airport operations. A combination of onsite and off-site (Open Access) solar plants along with wind power plants helped reduce carbon emissions and achieve our objective of becoming carbon neutral by 2020. With the same goal, we have partnered with industry leaders for a consistent supply of renewable energy.

Nearly 95% of BIAL's conventional energy requirement is now met with renewable energy. Consequently, all stakeholders and concessionaires at the BLR Airport, including aviation partners, reap the financial benefit of these installations; they save a minimum of INR 2-3 per kWh. This has gone a long way towards encouraging the BLR Airport community towards the use of renewable energy at BLR Airport. In addition to the renewable energy sources, we are also simultaneously developing green cover across the airport to complement our pollution control and carbon sequestration actions. As we move forward, our future plans include contributing to the Government of India's targets of 175 GW Renewable Energy production by 2022, GHG Emissions intensity reduction by 33% to 35% by 2030 from 2005 levels and Net-zero carbon emissions by 2050, as per the Paris Agreement.



COVID-19 Measures & Protocols

The continued COVID-19 pandemic was the biggest risk BIAL encountered in FY 2020-21. However, the ERCR team at BIAL promptly carried out a detailed Risk Assessment of COVID-19 at its very early stage and implemented appropriate mitigation measures to minimise its impact. Despite returning to business as usual in FY 2021-22, the health risks of COVID-19 are still significant.

We promptly continue to execute all safety management protocols across the airport, such as regular disinfection, placement of sanitisers across the Terminal, mask mandate, focusing on social distancing, contract tracing and testing among other steps.

Additionally, comprehensive compliance was ensured with the guidelines issued by the Government of India and the Government of Karnataka, at every step.

We developed a Tactical Approach simultaneously to ensure our organisation follows appropriate measures, regular communication between stakeholders and care of all our employees. Under our COVID-19 response, we also created a Crisis Management Committee at BIAL, comprising the following:

- COVID-19 Steering Committee managed by the Strategic Group and chaired by MD & CEO
- COVID-19 War Group managed by the Tactical Group, led by Head ERCR.
- COVID-19 Contact Tracing Team managed by the Tactical Group, led by Head ERCR.

As a result of the robust ERM and BCM organisational framework, BIAL is prepared to identify and tackle low probability high impact issues.

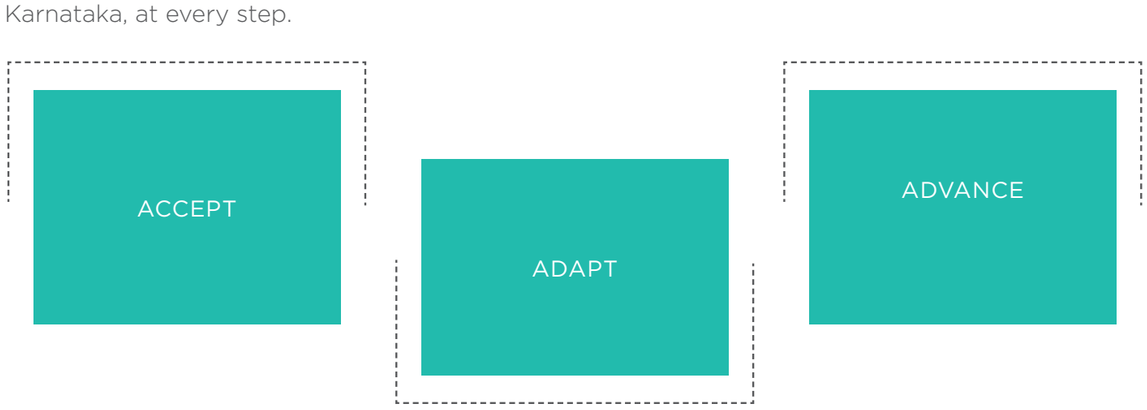


Fig: COVID-19 Protocol



Tactical Approach to COVID-19

Command and Control:

BLR Airport enhanced measures for passengers arriving from at-risk countries.

- Added 50 new testing machines to scale up testing capacities and reduce waiting time.
- Free Wi-Fi access increased from 45 minutes to 4 hours.
- Dedicated testing booths and adequate seating measures with greater emphasis on safe distancing.
- Priority for senior citizens, passengers with reduced mobility and mothers with infants.
- Assistance to transit passengers by providing boarding passes and baggage tag.

Prevent and Protect:

- Employee Safety is ensured with Personal Protective Equipment (PPE) where necessary, including N95 face masks, triple-layer single -use masks, gloves and sanitiser.
- Passenger Safety is ensured with thermal screening, vaccination certificate check, self-declaration forms, onboard/terminal announcements, hand sanitisers, sanitisation of premises and passenger comfort with refreshments.
- Impact zone sanitising with hand sanitisers stationed at every location, sanitising of common spaces and impact zones, fumigation of high-risk zones and bio-waste management.

Learning and Awareness:

- Online learning for dos and don'ts and advanced information sharing.
- Public information through signage and announcements.
- Webinars with peer groups and global organisations.
- Exercise to identify and prepare for the worst-case scenario.
- Video Conferencing with MoCA, other airports, and regulatory bodies.
- Frequent interaction with Government of Karnataka.

Key Highlights:

- The Karnataka State Labour Department (BOCW Board), in association with the Department of Health & Family Welfare, PHANA, DC Bengaluru Rural District, BIAL and L&T, conducted a free vaccination drive for the construction workers engaged at the Airport.
- BIAL processed 542,620 kgs of imports and 107,605 of domestic inbound COVID relief materials.
- Fairfax Financial Holdings Group has provided the funding to set up COV-AID@ BLR, a 150-bed, oxygenated COVID-19 treatment centre at BLR Airport.
- As of June 30, 2021, nearly 15,000 employees from the BLR Airport ecosystem have completed either first or both rounds of the vaccination.
- In a joint effort to provide care and support to children hailing from COVID-affected families, the Kempegowda International Airport Foundation (KIAF), Fairfax Financial Holdings Limited and Sparsha Trust have come together to launch Chinnaradhama—an initiative to provide shelter and education to 300 girl children.



Our Industry Associations

The aviation industry is heavily regulated & closely monitored by numerous regulatory bodies. We actively engage with such industry associations and national bodies and take guidance to develop our strategies, comply with regulations, initiate action plans and implement sustainable practices. These associations serve as a platform for us to confer knowledge and share our expertise for the industry's collective growth.

Directorate General of Civil Aviation (DGCA)

Ministry of Civil Aviation Government of India

IATA

ACI AIRPORTS COUNCIL INTERNATIONAL

Bureau of Civil Aviation Security

Airports Authority of India

Government of India Airports Economic Regulatory Authority | AERA



Economic Performance

Materiality Level: High **SDG contribution:**

Industry Outlook

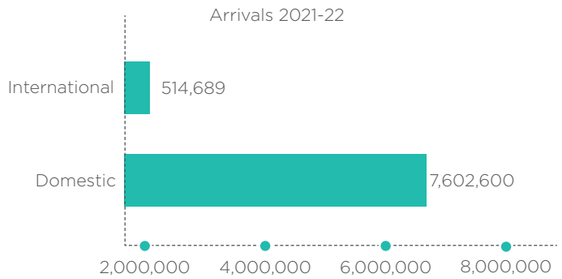
Economic performance is an essential component of our long-term business strategy. With the steady generation of monetary value, we drive value addition to all our shareholders, business partners, suppliers and community members. Our business strategy ensures sustained growth, not only on the economic front but also for enhancing the triple-bottom-line, thus creating added value to social and environmental aspects.

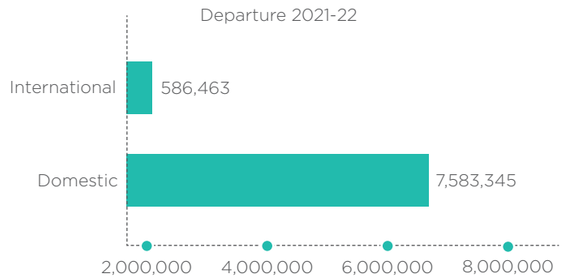
- During the Financial Year 2021-22, BIAL achieved total revenue of INR 838.60 Cr. Under this context, BIAL witnessed passenger traffic of 16.28 million passengers.
- Australia's national airline Qantas will fly non-stop from Bengaluru to Sydney and is finalising a codeshare partnership with IndiGo to make travel between India and Australia easier.
- On the domestic front, Star Air launched non-stop flights between Bengaluru and Jamnagar and SpiceJet launched flights to Jaisalmer from Bengaluru.
- BLR Airport ended FY 2022 with record growth in Cargo volumes. Passenger traffic saw a 49.2% growth, with 50% recovery compared to FY 2020.
- BIAL will be India's First Express Cargo Terminal to facilitate 150,000 MT more annually, taking the Airport's overall annual cargo capacity to 720,000 MT.
- BLR Airport Cargo set a record with processing 37,319 Metric Tonnes (MT) of cargo in August — the highest ever since the Airport commenced operations in 2008.
- BLR Airport is working with Amazon Web Services (AWS), an Amazon.com company, to establish a Joint Innovation Center (JIC) that will drive the development and adoption of digital solutions in aviation. It enhances passenger experience and creates a positive impact for the community where the airport operates.
- BACL appoints DP Architects Singapore & Portland Design UK as architectural consultants for the integrated Retail-Dining-Entertainment (RDE) Village project that is being developed at BLR Airport as part of the Airport City.
- North Runway at BLR airport upgraded and made functional.
- BLR Airport emerges as the Transfer Hub for South India with 19% of the total traffic handled at BLR Airport during Calendar Year (CY) 2021 being transfer passengers, as against ~10% pre-COVID.
- BIAL appointed Celebi NAS Airport Services as Bridge Mounted Equipment (BME) service provider at BLR Airport. In its endeavour to reduce airside emissions, noise emissions and achieve sustainable environment-friendly aircraft operations, BIAL entered into an agreement with Celebi NAS Airport Services India Pvt. Ltd. to install and operate BME at all Passenger Boarding Bridges (PBB) of Terminal 1 & 2.
- No financial assistance was received from the government.



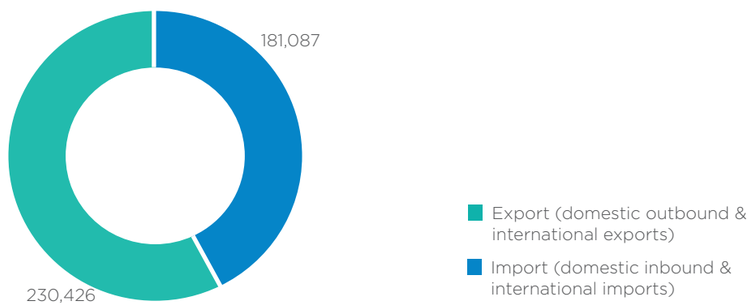
Economic Performance Indicators

Total Number of Passengers

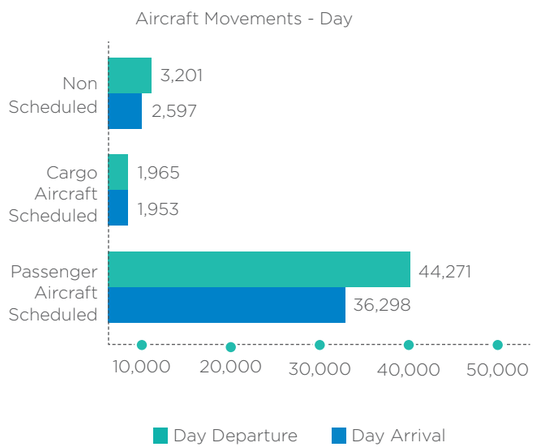




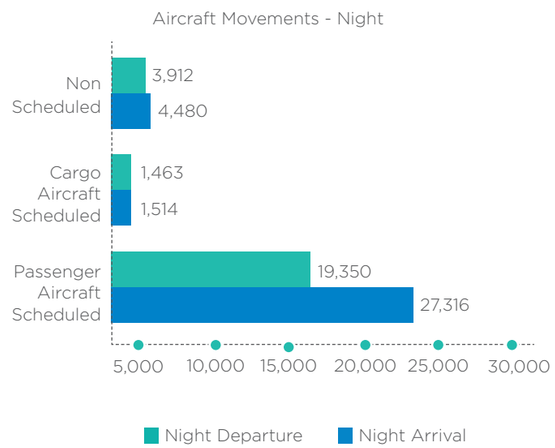
Total Cargo in Tonnes



Number of Aircraft Movements - Day



Number of Aircraft Movements - Night



Enhancing Economic Value

Enabling seamless movement of people and goods, Airports serve as gateways for commerce, trade, development, and cross-cultural exchange. Airports create a first and last impression of the city and the country. Airports also engage various stakeholders from different parts of the value chain to function smoothly, thus playing a significant role in contributing to the regional and national economies. BIAL is proud to be a part of this impactful venture. We continue to employ individuals, both directly and indirectly, to provide dynamic growth opportunities for local businesses, while enhancing trade and tourism. The emerging need to provide world-class infrastructure to meet the development goals of a dynamic city like Bengaluru is enabled by our operations. We endeavour to go beyond basic Airport infrastructure requirements and focus on the region's economic growth at large with a focus on sustainability. To bring Bengaluru on par with the world's top cities, we are also developing top-notch facilities and integrating triple bottom line growth into our business strategy, empowering individuals, enriching livelihoods, and contributing to the nation's holistic development. In our vision to become the new gateway to India, we continue to work closely with the Government to promote the cultural, economic, social, and environmental heritage of Karnataka.

Our strategies to ensure economic growth include:

- Collaborate with economic regulators to achieve optimised tariff determination.
- Catalyse the economy of Bengaluru and Karnataka through effective business development strategies
- Set, monitor, and control budgets and business plans while adhering to various corporate and social guidelines
- Generate direct and indirect employment opportunities in the Airport, while developing livelihoods of communities around our area of operation
- Improve community livelihoods by enhancing the standard of living and economic growth through the provision of roads, buildings, school infrastructure, educational interventions, water, rural development, and health
- Create a global transportation network for people and cargo
- Develop infrastructure in areas in proximity to the Airport, thus catalysing growth.



Environment Management System

Materiality Level: High **SDG contribution:**

Environment Management System (EMS) is a set of processes and practices that enable an organisation to reduce its environmental impact.

They help increase efficiency through training, monitoring, summarising, and reporting of comprehensive environmental performance information to the organisation's internal and external stakeholders.

At BIAL, we have a certified EMS which enables efficient monitoring and management of environmental performance.

EMS Certifications include:

1. **ISO 14001:2015 - Environmental Management System Standard**

   A framework consisting of a set of rules and standards developed to help companies reduce their industrial waste and environmental damage for better environmental impact management

2. **ISO 9001: 2015 - Quality Management System Standard**

   This standard guides the organisation to demonstrate its ability to consistently provide products and services that meet the requirements of the customers and applicable statutory and regulatory requirements.

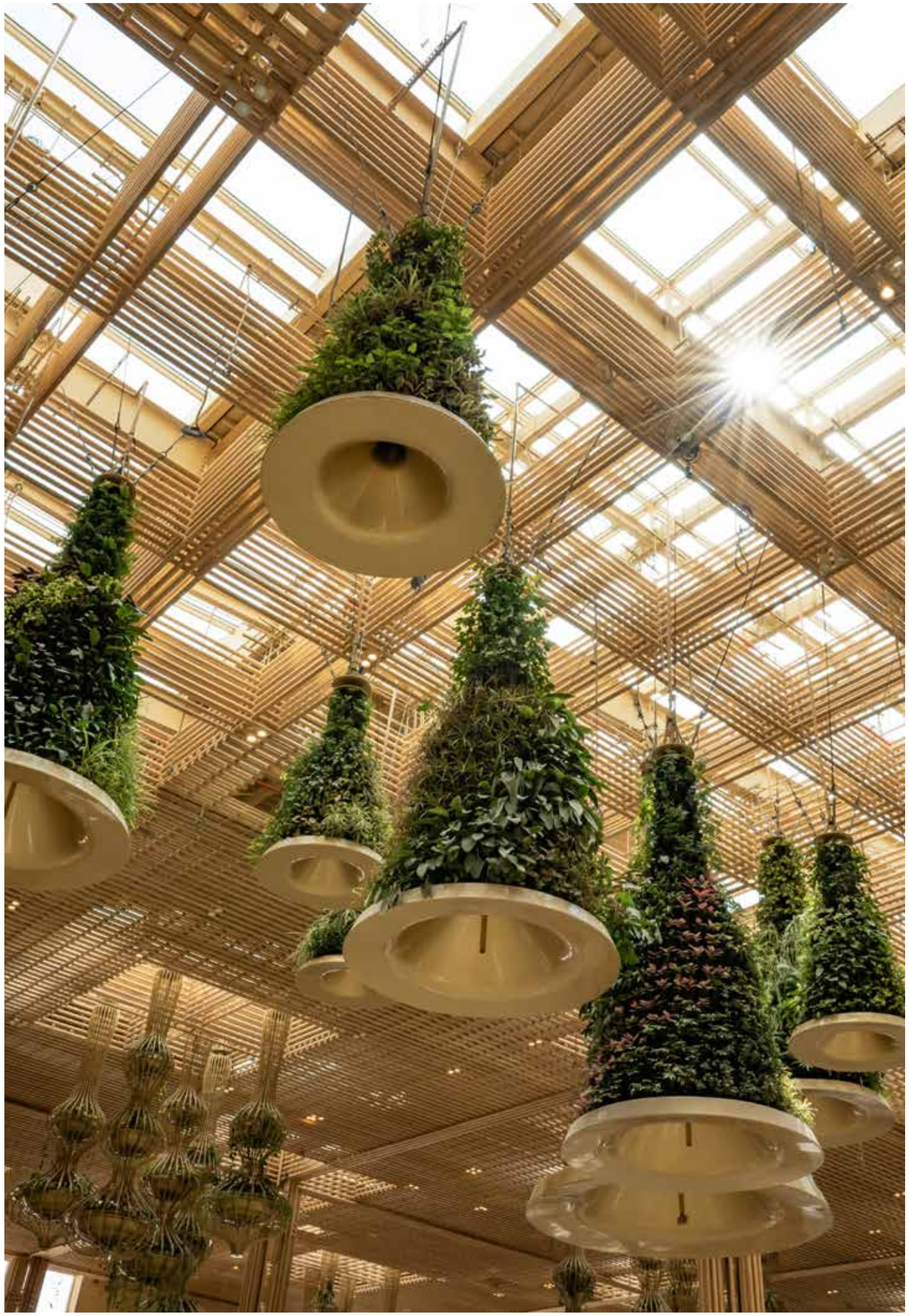
3. **ISO 50001 - 2018 Energy Management System Standard**

   This standard provides a framework for organisations to develop policies for more efficient use of energy which can be done through the collection and monitoring of data to better understand and make decisions about energy use.

We are committed to achieving excellence in all aspects of environmental management by integrating corporate management practices, demonstrating a consistent ability to provide services, and enhancing customer satisfaction. We drive sustainable environment management and aim to deal with carbon emission factors through the environmental policy to implement and ensure continuity of reduction methods. We are adopting innovative and proactive management approaches to effectively evaluate and develop implementations while complying with all applicable legal & environmental requirements.

To ensure continuous environmental performance, we are also setting objectives and targets for preventing or reducing pollution/waste and minimising resources to effectively communicate and engage with interested parties. All efforts are being taken to create shared values and beneficial results in environment sustainability-related matters.





Energy & Emissions Management

Materiality Level: High **SDG contribution:**

Green House Gas (GHG) Emissions: FY 21-22
Scope 1: 1653.9 tCO2e
Scope 2: 1175.28 tCO2e
Scope 3: 259565 tCO2e (Jan. 2021 to Dec. 2021)

We had reduced Scope 1 & 2 emissions by 90.6 % vs Airports Council International carbon accreditation base line year FY '14.

Our objective is to contribute towards Climate Change impacts mitigation aligned with the objectives of the Paris Agreement to limit the increase of global average temperature to 2°C above pre-industrial levels with an additional desire of not to exceed 1.5°C.

Currently we are a Carbon Neutral Airport as per Level 3+ Carbon Accreditation from Airports Council International (ACI). We have committed to achieve Net Zero Carbon Emissions by 2030 (Scope 1&2), without purchasing offsets (Residual emission sequestration through the Green Landscape within Airport).

We are also implementing various initiatives to reduce scope 3 emissions significantly:

Bridge Mounted Equipment (BME):

Fixed Electric Ground Power (FEGP) and preconditioned air (PCA) on all contact stands as an alternate to Auxiliary Power Unit (APU) & diesel ground power unit (GPU).

Sustainable Mobility:

E-vehicles for both internal & external mobility. Rail & Metro connectivity.

Clean Skies for Tomorrow Leaders:

We are part of the clean skies for tomorrow leaders and committed to equip 10% Sustainable Aviation Fuel infrastructure by 2030. We are encouraging and influencing the airlines to adopt 10% Sustainable Aviation Fuel (SAF) by 2030.

Taxi Bot:

We have introduced a semi-robotic aircraft towing device that is a green alternative to save fuel, reduce CO2 emissions, noise pollution, decrease aircraft wear and tear, minimise instance of Jet Blast, improving efficiency and enhancing safety in the parking area.

Stakeholder engagement:

Collaborative approach ensuring positive reinforcement and contribution.

Energy Consumption at BIAL for FY 21-22					
Direct Energy Consumption			**Indirect Energy Consumption**		
Diesel Consumption from DG Sets and Vehicles	4,89,676	Ltrs.	Grid Electricity	29,85,357	kWh
Petrol Consumption from Vehicles	43,393	Ltrs.	Off-site Renewable Energy	6,19,05,843	kWh
LPG Consumption	108.29	KGs	On-site Renewable Energy	87,98,347.95	kWh

Energy Management

Sustainability initiatives have enabled the Airport to reduce operating costs through savings and to manage the environmental impact of rapidly growing traffic. We have put in place various measures to reduce our carbon footprint through renewable energy and energy conservation measures. Energy security is a very important aspect of our business as it is essential to our operations and is one of the key indicators of our sustainability performance. The following initiatives indicate our commitment to progressing sustainably towards effective energy management:

- Solar installation at rooftops of utility buildings – 503 KW .
- Solar installation at car park – 440 KW.
- Ground-mounted solar installation at Airside – 2500 KW.
- Solar installation at rooftops of offices – 3350 KW.
- The above onsite installations are generating approx. 10 Million units/ annum.
- Offsite Solar Power purchase – 40 Million units/ annum.
- Offsite Wind Power purchase – 20 Million units/ annum
- Offsite Hydel Power purchase - 15 Million units/ annum. (From FY Q1 2022).
- 22 lakh units of energy savings per annum enough to power nearly 9,000 houses per month.
- 5 lakh units of energy savings from lighting, Chiller plant optimisation savings of over 17 lakh units.
- Street lights, perimeter lights & airfield lights have been converted to LED lighting.
- The newly commissioned South Runway Airfield Ground Lighting is powered with LED lights, making it the first airfield in India to be fully powered with an LED lighting system.
- The recently refurbished North Runway is also powered with LED Airfield Ground Lighting.



Efficient Energy Management

BIAL has multiple measures in place to make BLR Airport environmentally efficient, with sustainability being the key pillar for all our operations to ensure the integrity of economic viability, operational excellence and conservation of natural resources.

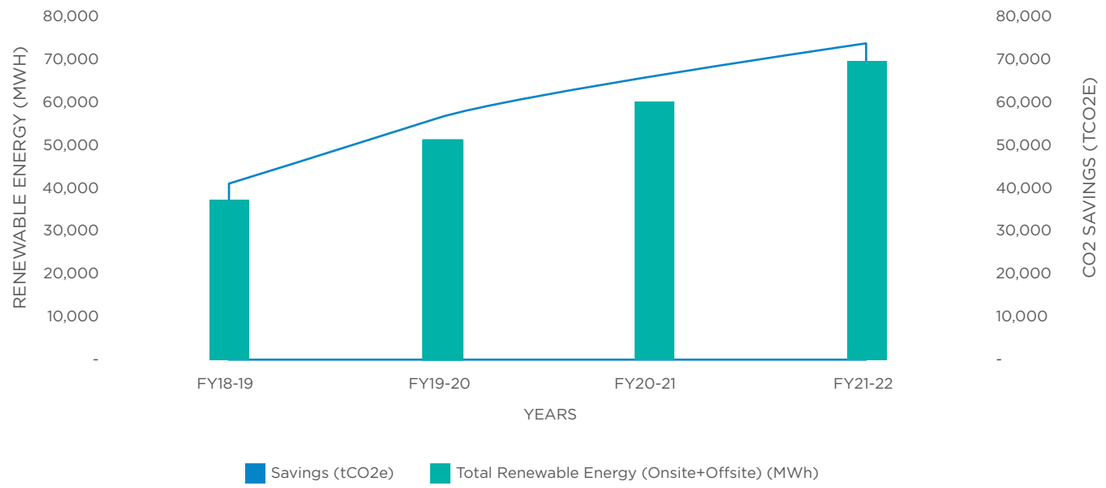
Sustainability initiatives have enabled the Airport to reduce operating costs through savings and to manage the environmental impact of rapidly growing traffic. We have put in place various measures to reduce our carbon footprint through renewable energy and energy conservation measures.

Energy security is a very important aspect of our business as it is essential to our operations and is one of the key indicators of our sustainability performance. The following initiatives indicate our commitment to progressing sustainably towards effective energy management:

- The on-site installations are generating 10 million units/ annum.
- Solar Power Purchase through Open access – 40 million units/ annum.
- Wind Power purchase through Open Access – 20 million units/ annum.
- 22 lakh units of annual energy savings enough to power nearly 9,000 houses per month.
- 5 lakh units of energy savings from lighting, Chiller plant optimisation savings of over 17 lakh units.
- Street lights, perimeter lights and airfield lights have been converted to LED lighting.
- The newly commissioned South Runway Airfield Ground Lighting is powered with LED lights, making it the first airfield in India to be fully powered with an LED lighting system.
- The recently refurbished North Runway is also powered with LED Airfield Ground Lighting.

Achievement: All these initiatives enabled BLR Airport to achieve energy neutral status. BLR Airport also retained Carbon Accreditation Level 3+ i.e., Neutrality Level from Airport Council International (ACI). BIAL is working towards upgrading our ACI accreditation to Level 4+ by FY 2022-23.

BIAL Renewable Energy Use and CO2 Savings



Carbon Emission Reduction		
Year	**Onsite + Offsite renewable generations (kWh)**	**Tonnes of CO2 savings**
FY 18 - 19	37,611,284.6	30,841.25
FY 19 - 20	51,914,279.3	42,569.70
FY 20 - 21	61,180,766.8	50,168.22
FY 21 - 22	70,704,182	55,856.30



Water Management

Materiality Level: High

SDG contribution:

Summary FY 21-22

Total water withdrawn: 602,067.75 KL

Operational Water Usage: 253,354.00 KL

Drinking-Water Usage: 226,087.62 KL

Concessionaires' consumption: 122,626.13 KL

Total Wastewater discharged and reused: 496,008 KL

Water is a vital natural resource for the continuity of species. Recognising its importance, BIAL took swift action in 2019-2020 to become water positive. We partnered with the Indian Institute of Science (IISC) and conducted a detailed study of rainfall patterns, water balance of ecosystems, surface/ groundwater studies, lake restoration and water quality studies. During the study, the water quality of the lakes where BIAL's runoff gets discharged was analysed for selected parameters and found within permissible limits as per Indian Standard Drinking Specifications (IS:10500:2012). Since then, we have continued to work on our water conservation initiatives.

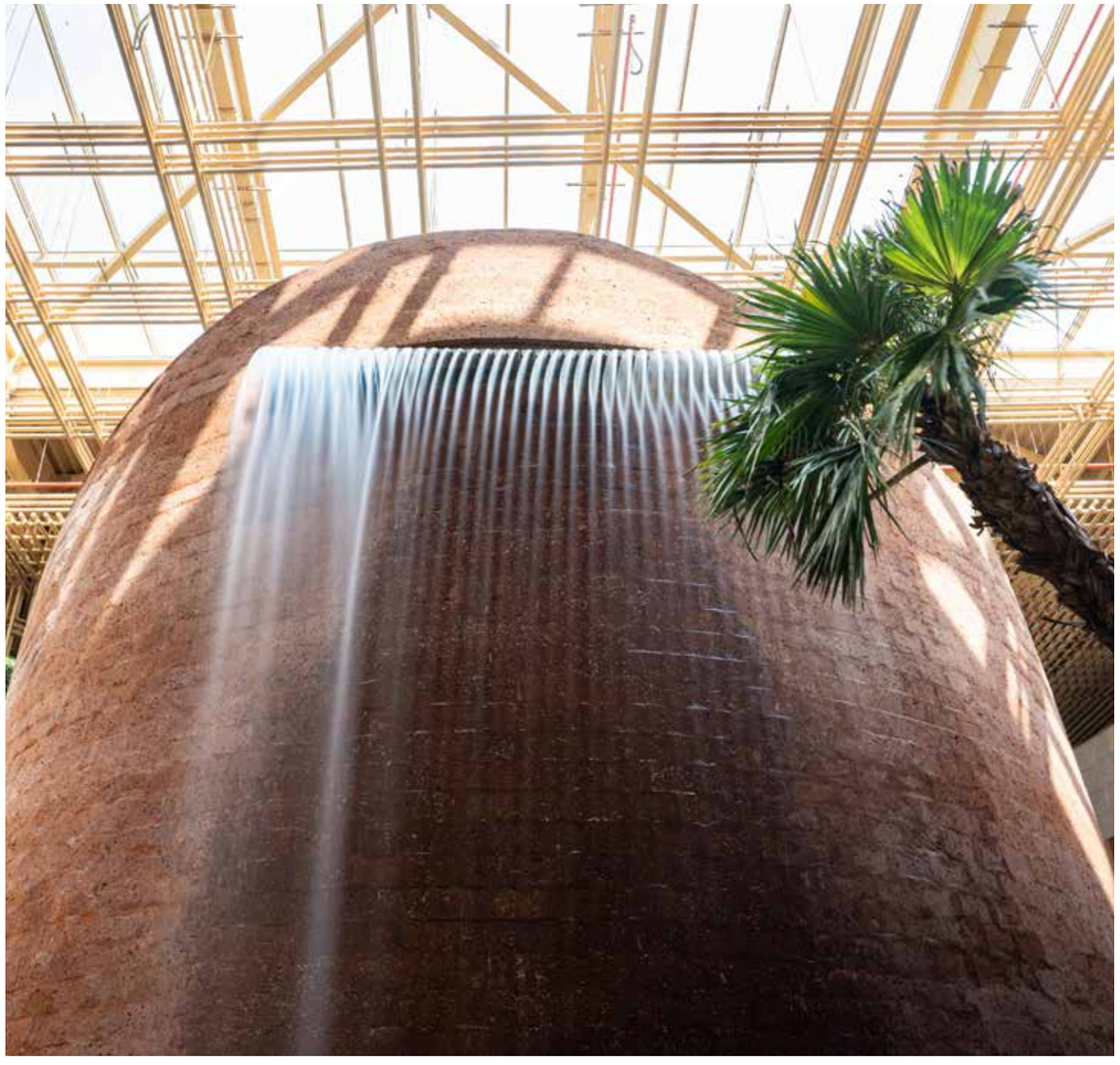
Achieved Water Positivity in 2019-20. Water Positive Index : 1.37

Water Conservation initiatives:

- Rainwater collected from the roof of the Terminal building is stored in the 1700 kilolitre harvesting sumps. This is reused further for irrigation & HVAC supply.
- Water is treated and used for irrigation, flushing systems, firefighting, and air-conditioning.
- Installed rainwater recharge pits and rainwater harvesting ponds in the Airport campus.
- Deployed advanced drip irrigation system to reduce water usage for landscape.
- Harvested rainwater into small and large ponds and old wells to recharge the water table. This will reduce dependency on BWSSB supply.
- Installed roof top rainwater harvesting systems in five villages to provide safe drinking water for the community, impacting more than 300 families.
- Built channels for movement of stormwater to nearby lakes, thus increasing the water table in the region. With our well-defined rainwater harvesting technology and watershed management systems, we have been able to capture rainwater from roof tops and drainage areas. This has helped BLR Airport optimise water usage and become self-sufficient.

Besides, the results of our sustainable rainwater management initiatives have been phenomenal so far. The safe disposal of stormwater run-off into the nearby water bodies has allowed BIAL to recharge and sustain the open wells and ponds in the neighbouring areas.

We also use 100% of the treated stormwater for non-potable purposes, thereby reducing our consumption of fresh water considerably. All treated wastewater discharged by BIAL is re-used for landscaping purposes.



Annual average wastewater quality characteristics for FY 21-22 (characteristic (mg/l))	
BOD	340
Total solids	1266
Total dissolved solids	950
Total suspended solids	316
Grease	30

Adhering to our wastewater management policy we have built our STP with a capacity of 5.5 MLD (million litres per day) complying with our zero discharge norms. We periodically monitor the wastewater quality through a third-party agency accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL) and every day at our in-house laboratory. 100 percent of the treated waste water is reused within the campus for landscape, HVAC make up water and flushing. 'Extended Aeration Activated Sludge' and 'Sequential Batch Reactor' processes are being used for wastewater treatment.

Waste Management

Materiality Level: Medium

SDG contribution:

Summary:
Hazardous Waste:
Used Oil: 20,580 Litres
Other Hazardous Waste: 8.049 tonnes
Total Non-Hazardous Waste: 3440 tonnes

At BLR Airport, we aspire to become environmentally sustainable in all aspects, including waste management. We have dedicated waste management policies for efficient dealing of hazardous and non-hazardous wastes. We identified an opportunity to better handle the waste generated at BLR Airport and have devised measures to drive innovation and circularity.

Our key waste management principles are:

- Reduce the waste
- Reuse
- Recycle
- Zero Waste to Landfill

Initiatives:

- Single-use plastics banned at all outlets. However, safety and sanitation measures to deal with the pandemic has temporarily increased the use of single use plastic such as PPE kits
- Outlets are encouraged to use Bagasse for packaging. Bagasse, made up of sugarcane pulp, is 100% biodegradable and compostable
- Paved roads using 50 tonnes of waste plastic, collected from the city
- Operationalised 5.5 MLD (million litre capacity) STP

Target:

To achieve increased recyclables and achieve zero landfill by FY 2022-23

Total hazardous waste generated during FY 21-22	
Hazardous Waste Type	Total amount-annual
Used Oil (Litres)	20580
Used Oil Filter (Kg)	200
Cotton Waste (Kg)	2235
E-Waste (Kg)	0
Oil Tins (Kg)	5545
Scrap (Kg)	69

Total non-hazardous waste generated during FY 21-22	
Non Hazardous Waste Type	Total (tonnes)
Plastic waste	688
Paper waste	275
Waste Wood	172
Broken tin	241
Wet garbage	1995
Scrap	69

Currently, all solid waste generated is disposed off through Karnataka State Pollution Control Board approved agencies. Additionally, we are also working towards building a new in-house Integrated Solid Waste Management plant which will be operational in 2022-2023, helping us achieve our vision of Zero Waste to Landfill.

Our waste management plan ensures a 360-degree approach ensuring circularity:

- We plan to avoid vehicle emissions during transportation of waste, as a waste management plant facility is being set up within the Airport premises.
- We plan to involve the local communities around our operations and raise awareness about waste management through the IEC - Information, Education and Communication campaign. An example of this can be witnessed during our initiative where the organic waste feed to the plant was partly sourced from nearby localities.
- The planned biogas cogeneration plant will allow the simultaneous production of electricity and heat.
- The energy generated from the biogas will be used to power vehicles that use CNG as fuel. We plan to implement e-vehicles in our transportation systems for logistics within the airport premises.
- Incorporating the SCADA system for automation purposes, controls and for operators training and grievance redressal.





Air Quality Management

Materiality Level: Low

SDG contribution:

We recognise that the aviation industry has a significant impact on air quality. Therefore, we monitor air quality for parameters such as NOx, SOx, PM and CO2 at various locations within our facility. Studies are conducted periodically, both internally and externally, to ensure such toxic emissions are maintained within the permissible limits while complying with the regulatory norms. Adhering to ICAO/USEPA standards, we ensure targets are met and best practices are implemented to mitigate emissions and maintain air quality. Some of our initiatives to ensure air quality include:

- Developing green belts around the airport
- Performing periodic audits and emission checks
- Creating buffer zones and easily accessible roads to avoid traffic congestions
- Maintaining air emission monitoring as per statutory norms
- Collaborating with airlines to reduce emissions
- Reducing the time taken to land and take-off to minimise emissions
- Using battery-operated vehicles for passenger movement within the Airport
- Utilising water equipment at construction areas to prevent dust
- Constructing charging points to support green commute passengers

Significant air emissions other than GHG emissions for FY 21-22

Parameter	Annual Average Emissions
Particulate Matter (10) (µg/m3)	67.6
Particulate Matter (2.5) (µg/m3)	30.9
Carbon Monoxide (mg/m3)	0.38
Oxides of Nitrogen (NOx) (µg/m3)	10.8
Oxides of Sulphur (SOx) (µg/m3)	26.9

Noise Management

Materiality Level: Medium

SDG contribution:

We are aware of the impact of noise caused due to aircraft operations. Hence, we have prioritised mitigating noise pollution by adopting a noise management system. We monitor, collect, and analyse noise activity data through dedicated software and submit the reports to the regulatory authorities. We have also introduced effective noise reduction programmes and measures to ensure compliance with national aviation legislation. We have installed two noise monitoring stations and use portable measuring devices to track noise levels every month from key locations. To effectively mitigate noise pollution, we have built the terminals with acoustic insulations, providing employees and ground staff with PPEs such as earplugs and mufflers.

Average noise levels in the facility for FY 21-22

	Station	Average Noise Level Leq dB(A)
Average noise levels inside the facility for FY 21-22	MAX	63.16
	MIN	59.61

Average noise levels near the runway for FY 21-22

	Station	Average Noise Level Leq dB(A)
Average noise levels near the runway for FY 21-22	MAX	76.40
	MIN	42.23



Stormwater Management

Materiality Level: Low

SDG contribution:

We prioritise stormwater management at BIAL, keeping its impact in mind. While designing mitigation strategies, we bear in mind that excessive surface water run-off due to varying weather patterns, including the possibility of incessant and excessive precipitation, floods etc, has a potential damage to essential infrastructures and operations. As a result, we developed cost effective drainage solutions to dispose of storm-water run-off ecologically and safely. We constantly carry out checks on stormwater drains to avoid contamination of nearby water bodies. Inspection of water bodies is also undertaken to identify any potential fuel spillages from the airfield. Over the years, implementing 3Rs (Reduce, Reuse and Recycle) have helped us effectively mitigate stormwater.



Initiatives:

Well-managed and cost-effective drainage system to monitor and dispose storm water run-off safely

Regular cleaning of storm water drain to avoid contamination

Adopted oil water separator to mitigate any risk of contamination

Fig: BIAL Initiatives for Stormwater Management.

Biodiversity

Materiality Level: Medium

SDG contribution:

Bengaluru, popularly known as the Garden City has many wildlife conservation hotspots teeming with migratory birds apart from the huge population of resident birds. As a result, protecting biodiversity and wildlife surrounding the airport is an integral part of our environmental protection strategy. We conducted an Environmental Impact Assessment to assess which wildfire poses a problem and how to mitigate any damage.

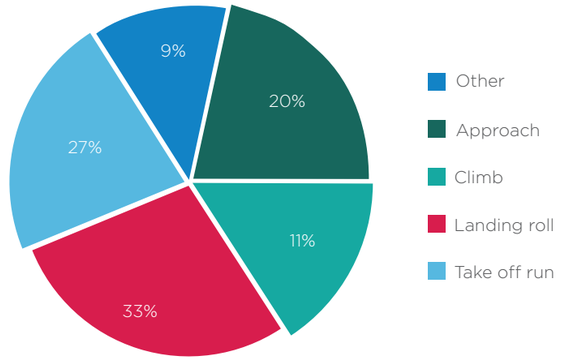


Fig: Wildlife/bird Strikes by Phase of Flight

We have put various measures in place to avoid accidents due to bird strikes such as:

- Daily bird movement to be recorded for identifying the critical bird movement path of birds over the airport
- Pyrotechnics, audio deterrents to be part of the bird hazing kit for species-based action
- Vegetation management plan to be developed and ground cover to be provided to the critical area of the airport throughout the year
- Food waste to be managed without exposing to avoid bird presence at airside
- Airside area to be mapped for rodent/ termite infestation and adequate treatment to be scheduled regularly

The Airport is designed in such a way that it promotes greenery around the premises. The aesthetics are continuously improved through landscaping and tree plantations done by professional horticulturalists. “Positive Planning for Biodiversity” approach is encouraged to ensure the safety and protection of rare and threatened species.

Initiatives:

Automated irrigation systems for uniform water distribution

Environmental Impact Assessment (EIA) and other best practices are followed to reduce any negative impact

We follow various wildlife control measures to enable free movement of birds while ensuring passenger safety

Terminal 2 is conceptualised with a firm focus on sustainability in design, construction and operations

Fig: Biodiversity protection initiatives at BIAL.

Case Study: Automation of Safety Management System

BIAL has implemented Aviator SMS, an application for its entire Safety Management System, which has provisions to issue all the passes and permits, conducting E-learning incident reporting and investigation, hazard and risk management, document management system, MOWP approvals etc.

Before implementing this system, all these activities were carried out manually and involved huge amounts of paper. For example, one Airside Driving permit required about 10 A4 sheets and the team issues and renews about 6000 permits on an average each year. All other permits and processes also require this kind of paper consumption. By automating the SMS processes, we save several reams of A4 sheets, which supports the environment.

In addition, Aviator SMS is advantageous to staff as the training and application process can be done at one's comfort irrespective of shift timings or location.



Our People

Materiality Level: High

SDG contribution:

The human workforce is at the heart of our business. As we operate within the aviation industry which relies heavily on human resources for its operations, we are mindful of the direct and indirect impacts our operations have on these aspects and on employment. Following principles as stipulated by the labour laws and building on a human-centric approach, we aspire to be a great employer, offering beneficial policies, equitable practices, and dignity of labour.

We have retained a proficient and motivated workforce because of our robust policies and people-centric methodologies. Our efforts are focused on investing in employee relations and developing a diverse, inclusive workspace grounded in ethical values. By creating a favourable environment for employee growth, we provide opportunities for employees to channel their full potential.

Our HR Policy is guided by our Philosophy:

1) We strive to be a progressive organisation and performance oriented organisation that encourages and develops its people.
2) We adopt an employee-centric approach towards managing people.
3) We seek to create a challenging and enjoyable work environment that enables everyone to deliver their best efforts, realise their full potential, and fulfill their career aspirations.
4) We support individuals by helping them achieve career objectives.



Workforce Snapshot FY 2021-22

Direct Employees 1236

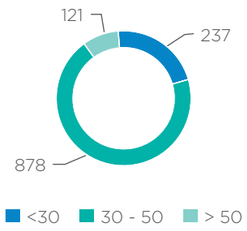
**BIAL does not directly employ any part-time or temporary workers.*

*Total Employees**

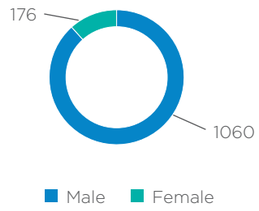
Male 86%

Female 14%

Employees by Age Group

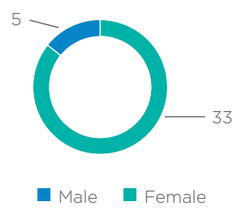


Employees by Gender

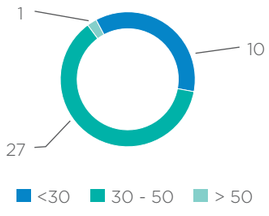


Employees: New Hires and Turnover

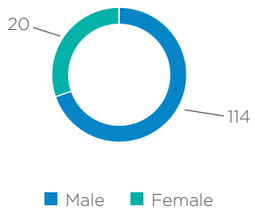
Hires by Gender



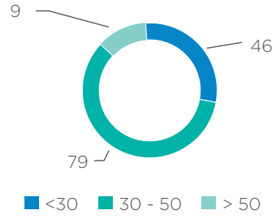
Hires by Age Group



Turnover by Gender

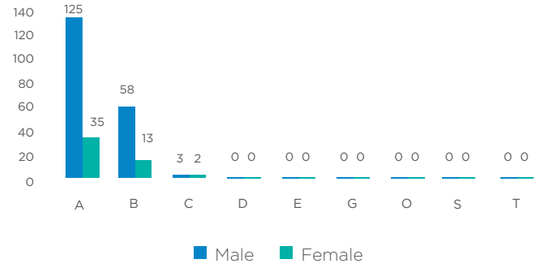


Turnover by Age Group

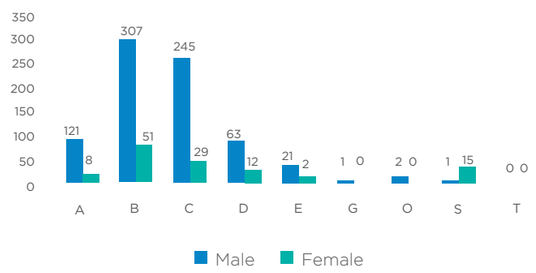


Employees by Workforce Category & Gender by Age

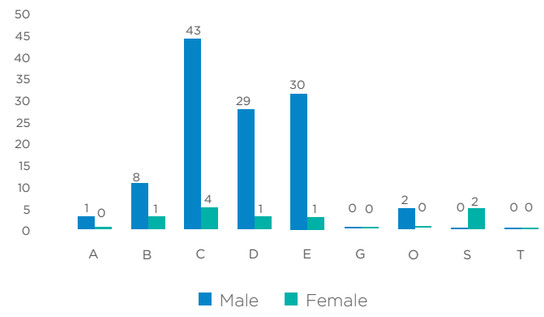
Employees by Gender < 30 Years of Age



Employees by Gender - between 30-50 Years of Age



Employees by Gender - > 50 Years of Age

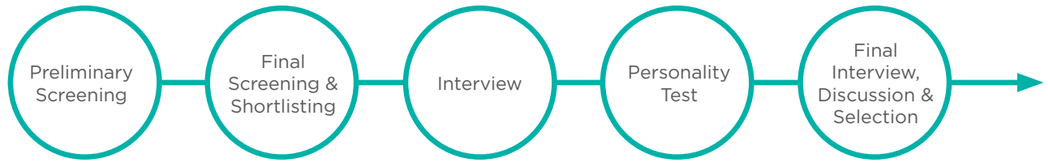


Legend:

- **G** - MD & CEO
- **E** - Vice Presidents
- **D** - General Managers
- **C** - Managers
- **S** - Secretaries
- **B** - Executives
- **A** - Assistants
- **O** - Others
- **T** - Trainees

Recruitment Process

For smooth operations of day-to-day activities, it is essential we hire and retain a skilled workforce based on educational qualifications, training, professional experience, and other key criteria. Our recruitment process consists of five key steps.



Management of Contract Workers

Materiality Level: High

SDG contribution:

We work closely with third-party contract workers on our construction and expansion projects. Contract workers' well-being is essential to us and we take every measure to ensure all applicable health and safety standards are implemented appropriately. We consider occupational health and safety, and human beings as high priority aspects related to labour management; so we do not engage in or support forced labour or child labour in any form. A minimum notice period of 2 to 4 weeks is provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.



Diversity & Human Rights

Materiality Level: High

SDG contribution:

BIAL strongly believes that the foundation for a successful, optimal and efficient functioning business is a people-oriented work culture. The core cultural values of Trust, Care, Collaboration, Excellence and Integrity represents the business interactions which pave the way for a caring and performance-oriented work environment for our internal teams. To strive for excellence, we address talent acquisition and development, diversity and inclusion as well as reward and benefits. The human resources teams support the organisation, team members and team leaders in their personal and professional development. Our internal stakeholders are engaged and empowered individuals as we continuously collect and implement ideas received from our team members. This provides us with a platform to provide fair and equitable work opportunities, ensuring a strong and diverse succession pipeline to be filled with internal or external candidates. Encouraging diversity and inclusion, BIAL witnessed a milestone being achieved with the longest flight to and from South India, Air India's maiden (14,000 kms) SFO-BLR flight was operated by an all-women cockpit crew. These ideas have given way to the structural base to our Diversity and Inclusion program at BIAL - B Included. The vision of this program is to create an environment which encourages different perspectives and actively engages all employees to proactively work in a diverse, equitable and inclusive organisation. The Pillars of 'B Included' are:

- Development of an inclusive culture with sensitisation workshops and/or immersive learning programs for all employees focusing on unlearning, learning and relearning of biases and stereotypes using data driven inferential insights. The workshops have promoted industry best practices and initiatives to encourage leadership in action, building a diverse, inclusive and nurturing environment.
- At BIAL, inclusive policies ensuring opportunities for an employee's career growth and development are made available in an equitable manner right from recruitment.

BRINGING OUR VISION TO LIFE WITH THE

B INCLUDED

CHARTER

The B included programme is designed to create impact through four defining pillars.

01 **CULTURE**
Build and sustain a diverse, equitable and inclusive work culture that fosters innovation and diverse perspectives.

02 **CAREER**
Develop the right culture and create enabling policies to attract, develop and retain a diverse workforce.

03 **CUSTOMER**
Build facilities and infrastructure that promote an inclusive environment for our passengers and the entire Airport Community.

04 **COMMUNITY**
Educate and sensitise the Airport Community to diversity and inclusion related issues.

- Prioritising excellence in Customer relations, BIAL has essential infrastructures equipped with relevant experienced stakeholders to ensure accessibility and prompt responses to provide an inclusive unified experience for our customers.
- The interaction between the Community of stakeholders at the airport ensures efficient and smooth functioning of the passenger and cargo journeys. Sensitising workshops and role modelling between faculties encourages further efficiency in the day-to-day affairs.

BIAL has identified and enforced policies to enable the diverse needs inclusive of all employees, they are:

- Equal Employment Opportunity Policy
- Paternity Policy
- Assistive Devices Policy
- B Heard Policy
- No Retaliation Policy
- Respecting Personal Information and Fair Evaluation Policy
- It's My Time Policy

We are an equal opportunity employer and provide fair treatment to all individuals, prohibiting any form of discrimination based on age, gender, colour, race, disability, ethnicity, marital or family status, nation of origin, religion, sexual orientation, veteran status, or any other characteristic protected by law. Equal remuneration is paid to both men and women. These principles extend to all employment decisions including:

- Recruiting, hiring, and training
- Promotions, pay, and benefits
- Transfers and workforce reductions

Respect for human rights, freedom of association and equal opportunities and fair relations form the basis of the core labor standards of the International Labour Organisation (ILO).

Our ambitions and objectives exceed these by far. Our continuous monitoring system to track violations of internal or external regulations ensures the protection of human rights. Realising the possible impact of human rights violations at workplace and in the supply chain, BIAL, consequently, has set up policies for human rights and its risk assessments along with strictly scrutinising the concurrent preventive measures adhering to human rights protection for all stakeholders. All our employees, including our indirect employees such as security personnel, are trained in human rights awareness, policies, and procedures through regular communication and informal training. All our operations undergo human rights reviews and impact assessments. Moreover, we also actively train our third-party security personnel on human rights.



Creating a Safe Workspace

Consumption of alcohol and/ or narcotics pose a serious risk to the safety of our operations and the community at large, specifically the passengers and employees. To address this, we have developed a substance-free workplace policy which focuses on creating a harassment-free and substance-free work environment for all stakeholders with whom we collaborate. The policy prohibits consumption and possession of drugs, alcohol, and illegal substances at the workplace for employees, business associates, external vendors, consultants and other providers of goods and services at work.



Aligning with our Code of Conduct

Our Code of Conduct serves as a guide for appropriate professional and ethical behaviour. It includes compliance to regional, national, and internationally agreed clauses on human rights. It is duly communicated to all our stakeholders, business partners, and employees. Our purchase orders contain clauses on compliance in line with the license agreement required by the Government of Karnataka and the Government of India.

Extending the essence of our Code of Conduct to our supply chain, we are also working towards conducting formal supplier/contractor assessments to screen and assess aspects such as human rights, emergency preparedness, social and environmental issues, and risk management. We aim to collaborate with only those stakeholders who successfully pass such screenings. This approach has helped us develop a resilient business strategy, mitigate business risks, and achieve our business goals. Our Guide to Ethical Conduct also outlines the protocol for political involvement and states that:

Employees may not make any contribution of company funds, property, or services to any political candidate, party, or committee without the prior approval of the Managing Director & CEO/Strategy Group.

Employees may not pressure or solicit other employees to make political contributions or participate in support of a political party or candidate. Cooperating with or participating in political or economic boycotts is not permissible. BIAL employees must comply with all national, state, and local laws regulating participation in political affairs, including contributions to political parties, national political committees, and individual candidates.

Besides, we have also developed a Whistleblower Policy, to report any unethical behaviour deviating from our Code of Conduct. These mechanisms ensure that individuals have the safety and appropriate channels of communication to flag such incidents, so we can implement corrective actions and measures to avoid them in the future.



Employee Benefits

Our employees are our most valuable resource as their invaluable services further the growth of the organisation. This puts employee well-being at the forefront of our human resource management initiatives. To motivate our employees to achieve inclusive growth and promote their well-being, we offer the following benefits:

Medical Expense Reimbursement

BIAL employees whose compensation package entails medical reimbursement can claim expenditure incurred on domiciliary medical expenses, surgical procedures, and hospitalisation.

Personal Accident & Group Term Life Insurance

The Group Term Life (GTL) insurance covers employees for natural death, accidental death, and suicide. The Group Personal Accident (GPA) insurance covers accidental death and disability.

Annual Leave

We have formulated a leave policy for employees for personal exigencies, rest, and leisure.

Parental Leave

All our employees are eligible to avail of parental leave. To support our employees during their maternity period, we provide six months of paid maternity leave. We also support employees who wish to take time off to support their spouses during the child delivery period. 5 days of paternity leave is available to male employees. Moreover, employees who adopt a child are entitled to 4 weeks of adoption leave.

During the year 2021-22, 56 male employees and 6 female employees availed parental leave, with a 100% return-to-work rate and 98% retention rate.

Other benefits

- Dependant Insurance (Mediclaim)
- Employee Pension Scheme
- Employee Provident Fund Scheme
- Bonus
- Employee Deposit linked Insurance scheme
- Car lease
- Employee state insurance

Working Hours

BIAL has dedicated working hours policies for its employees. These are arranged into specific shift timings and employees are assigned specific shifts at the discretion of the respective group head/team in charge.

Working shifts:

First Shift: 06:00 to 15:00 Hours

Second Shift: 14:00 to 23:00 Hours

Third Shift: 22:00 to 07:00 Hours

General Shift: 08:30 to 17:30 Hours

A late working policy is also put in place to recognise employees at the Executive and Assistant grades level within the organisation for working extra time.





Learning & Career Development

Materiality Level: High

SDG contribution:

Our approach to career growth at BIAL rests on a belief in continuous learning and knowledge sharing, empowering employees on their career development path. Since the aviation sector is a specialised sector, we have devised a relevant skill development framework that provides curated training modules to enhance employee skills and expertise. This unlocks the full potential of our workforce while encouraging them to deliver top-quality performance and supporting new growth opportunities. All our training modules are based on employees' specific needs and taking this approach has helped us increase productivity throughout our operations. The types of training programs offered are categorised into functional, behavioural and organisational trainings as shown below:

TYPE OF TRAINING PROGRAMME

FUNCTIONAL	BEHAVIOURAL	ORGANISATIONAL
Regulatory/Mandatory Trainings	6 Behavioural competencies defined for BIAL as relevant for different grades	Project Management
Upskilling Programs to Specific Functions	Leadership and Managerial Skills	Program Management
	Communication Skills	Design Thinking
	Presentation Skills	6 Sigma Training
	Negotiation Skills	

Additionally, we have also implemented key developmental and capacity building initiatives including:

- Seminars/workshops customised according to the needs of different departments
- Technical and soft-skills development programs for managerial and beginner levels
- Code of Conduct e-learning module
- Prevention of sexual harassment awareness sessions
- Leadership training for senior management
- Employee induction training
- Training on occupational and customer health and safety
- Organisation culture diagnostic study
- Training for officer and executive grade employees

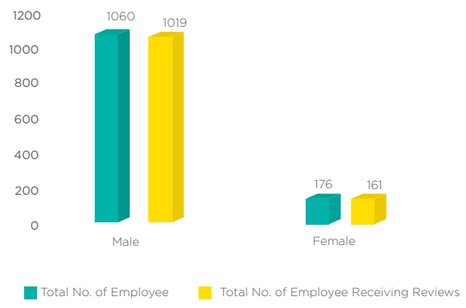
These have resulted in quantifiable and invaluable benefits such as:

- Productive engagement in employee-manager relations
- Increased skills and knowledge in sector specific services
- Enhanced competitiveness
- Broader understanding of corporate values and etiquette
- Better employee morale
- Diversification of employee skill-set
- Creating additional workplace opportunities

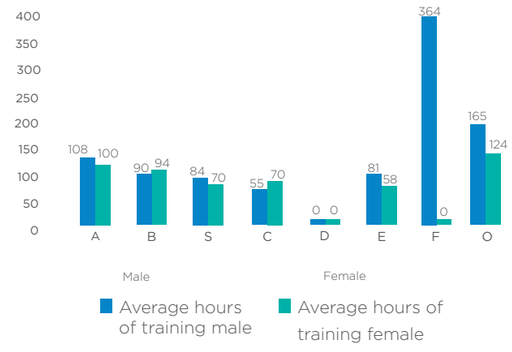
Employees who received a regular performance and career development review (%)

We believe monitoring performance regularly will enable sustained growth of employees while supporting their career development.

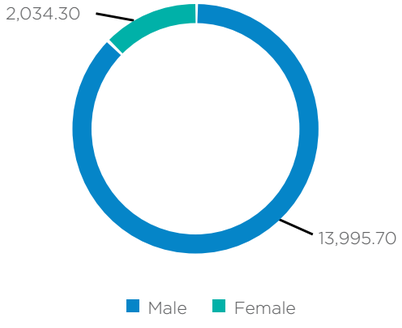
Total No. of Employees Receiving Reviews



Average Hours of Training by Employee Category & Gender



Total training Hours by Gender



Legend:

| **G** - MD & CEO

| **E** - Vice Presidents

| **D** - General Managers

| **C** - Managers

| **S** - Secretaries

| **B** - Executives

| **A** - Assistants

| **O** - Others

Operating Safely

Materiality Level: High

SDG contribution:

BIAL focuses on airport's safety and security, which is one of the factors that concerns our stakeholders especially during the COVID-19 pandemic. During this time, we have reassured our stakeholders that the operations were safely carried out consistently under stringent security measurements. Our Occupational Health and Safety strategy, designed following the OHS guidelines, assists in providing a safe and secure workplace for all our employees.

Our operations are also ISO 45001:2018 certified, which ensures an updated system for consistent development of stringent policies and systems with respect to operational safety. The execution of empowering activities for security personnel development and security quality control is taken up by the Airport Safety Committees. The committee members meet periodically to discuss safety measures and strategies based on inferences from continuous monitored hazards, potential areas of concern and safety parameters.

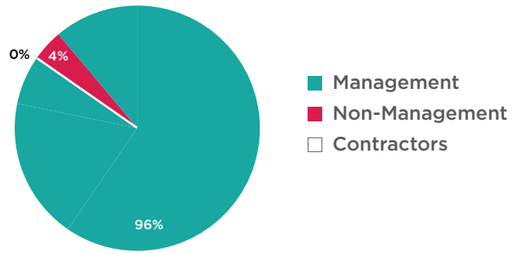
The Business Continuity Management System facilitates collaboration of business partners and stakeholders to address emergencies, potential hazards and accidents. An intrinsically designed plan with a focused plan of action is established for all of BIAL's terminals and buildings. Furthermore, all internal and external stakeholders are periodically trained to prepare for adversities through evacuation drills with a focus on resilience and emergency preparedness. Our efforts to foster a culture of safety and security within the organisation goes beyond just Occupational Health and Safety measures. A few such initiatives are listed in the following section.

Type of safety-related trainings	
Competency Management Training	Safe Trolley Operations
Emergency Management - DARE Experts	Electrical Safety Training
FOD Parades	ISO 45001:2018 Awareness training
Crisis Management Training	Awareness and transition training from OSHAS 18001 to ISO 45001
Challenger (Aircraft Emergency Exercise)	ISO Internal Audit training
OHS Basic Refresher Training	Construction Safety/Airport hazards
HIRA Training and Review Sessions	Safety Management System
Food Safety & Hygiene	Airside Awareness
Tool Box Talks	Incident & weather-based bite-learning modules

Key Safety Measures undertaken by BIAL:

- Aviation Safety reinforcing Airside Safety Campaign through *'Be Mindful'* Campaign, a trust building exercise amongst employees to achieve a sense of belongingness. Key actions were undertaken such as obtaining feedback during TBTs and reverting with ATR, identifying Safety contributors, Safety champions and Safety Ambassadors based on level of contribution and encouraging to share issues with colleagues to achieve the desired results. A robust and well-established voluntary reporting system is deployed at BIAL, which can be accessed through QR codes placed at various critical locations in airside.
- Bureau of Civil Aviation Security (BCAS), Bengaluru conducted a two-day virtual seminar on Civil Aviation Security, on the occasion of Azadi Ka Amrut Mahotsav. It had discussions on issues related to security as well as ways to address the latest and emerging threats to civil aviation.
- Competency Management
  - As per DGCA Advisory Circular 1/2011, all personnel to be familiar with Safety Management System (SMS).
  - To achieve this, an e-learning module on fundamentals of SMS was released for BIAL employees through 'emPower' Portal.
  - The module was developed with audio, video and customised animations for easy learning.
- Emergency Management - DARE Experts
  - The BLR Airport's Dare Experts (Disabled Aircraft Recovery Experts) have completed hands-on expert training at the KUNZ Recovery Training School in Germany.
  - With the training, BLR Airport becomes the only airport in India and South Asia to have Code-F (excluding A-380) compatible aircraft recovery equipment & trained professionals.
  - This training will be followed by hands-on training at BIAL's Aircraft Recovery Yard for selected personnel.
- Resumption of FOD Parade
  - FOD (Foreign Object Debris) parades are always viewed as an effective method of reducing FOD menace at any airport.
  - These parades are conducted with all stakeholders at BLR Airport. It increases awareness about the dangers of FOD and also instills a sense of responsibility among all the staff at airside.
  - After 18 months, the FOD parade at BLR Airport has been restarted, adhering to all COVID-19 protocols.
- Crisis Management Training
  - The crisis management training is conducted monthly for 2 hours for two consecutive days, followed by a table-top exercise.
  - The participants are trained for crisis management at BLR Airport which includes overview about Crisis Management Framework, plans, procedures and SOPS.
  - There has been an enthusiastic response from the stakeholders.
- Challenger - Readiness Towards Resilience
  - Challenger is a full-scale aircraft emergency exercise aimed at testing and validating its aerodrome emergency plan, procedures, systems, facilities and its readiness towards continuity of airport operations.
  - This exercise is mandated by the Directorate General of Civil Aviation (DGCA) and recommended by the International Civil Aviation Organisations.
  - BLR Airport has been committed to this mandate and has thus far organised eight such mega-exercises named CHALLENGER, with various scenarios.
  - The Challenger 21, held on November 29, 2021, kicked off with the 'Aerodrome Emergency Management Committee' (AEMC) meeting, jointly Chaired by the Deputy Commissioner of Bengaluru Rural District and MD & CEO of BIAL.
  - Successful demonstration of its emergency response capabilities in Challenger 21 with wider participation of 65+ organisations and 200+ respondents. Challenger 21 was materialised with aggressive training, coordination meetings, table-top and modular exercises spread over more than six months.

Distribution of representative in the Method Of Work Planning Committee (MOWP)



Meeting data is based on a weekly MOWP meeting conducted by the MOWP team which is considered a safety committee meeting.

Employee safety performance		
Health and Safety Performance Parameter	Male	Female
Near Misses	6	3
Injury Rate	-	-
Occupational diseases rate	-	-
Lost Day Rate	-	-
Absentee Rate (AR)	-	-
Work related fatalities	-	-
Minor injuries	-	-
First aid cases	-	-

Contract workers safety performance		
Health and Safety Performance Parameter	Male	Female
Near Misses	-	-
Injury Rate	-	-
Occupational diseases rate	-	-
Lost Day Rate	-	-
Absentee Rate (AR)	-	-
Work related fatalities	-	-
Minor injuries	-	-
First aid cases	2	-

Type of safety related training for FY 21-22	Training Hours	
	Male	Female
OHS Basic Refresher Training	10	10
HIRA training and Review Sessions	Terminal operations and maintenance	
Food Safety & Hygiene	2	2
Tool Box Talks	2	0
Safe Trolley Operations	Trolley service providers	
Electrical Safety Training	Utilities and power system, Airside and landside electrical dept	
ISO 45001:2018 Awareness training	Terminal operations and Maintenance team.	
Awareness and transition training from OSHAS 18001 to ISO 45001	Terminal operations and Maintenance team.	
ISO internal Audit training	Terminal operations and Maintenance team.	
Construction Safety/Airport hazards	Landside operations, Air side and landside civil, landside mechanical,terminal operations,landside services & water and wastewater team	

At BIAL, we prioritise travellers' safety in our approach to creating a safe atmosphere in our operations. In FY 2021-22, cases of traveller and visitor injuries attended to by our response team units was as low as 12, following the system of rules and protocols to record and report accident statistics. These protocols include regular Aviator SMS responses and weekly/monthly OHS incident updates.

At BIAL, all departments involved in occupational activities having high incidence of risk are prioritised and sensitively handled. Incidents involving airport fire and other risks are handled by critical institutional departments such as LSE, LSM, ARFF, LSS, LSC and V&E.

The fire brigade and emergency services at the BLR Airport are permanently on standby and stationed to readily access the runways, the taxiway system and the apron area. The rescue of any damaged aircraft lies within the responsibility of the fire brigade with the members of the unit having state-of-the-art fire fighting equipment and rescue vehicles at their disposal. Inside the airport, special units of the police force are stationed to guarantee protection and security at BLR Airport. It is supported by counter-terrorism combat units equipped with armoured vehicles and other state-of-the-art resources.

The Medical Centre at the BLR airport is staffed with qualified nurses, an emergency paramedic and an emergency doctor around the clock to have prompt response to emergency calls. In events of major damage, the critical response team that tends to injuries will be on-call and ready for immediate dispatch. In addition to these deployments, providing first aid for injuries and treatment for passengers, airport employees and visitors also form part of the daily routine of the Medical Centre.

Customer Health, Safety & Security

Materiality Level: High

SDG contribution:

At the Airport, the highest priority is given to safe and smooth flight operations. Safety management, security concept, medical care and emergency services come together to provide the highest level of safety. With the aviation industry falling under the high risk-sector, it is essential to maintain impeccable standards of safety prioritising primarily our customers. The safety and security of the Airport is positively scrutinised and constantly regulated by the Bureau of Civil Aviation Security (BCAS) mandating a vigilant safety system. BIAL has a dedicated course of action consisting of anti-hijacking and anti sabotage measures as directed by the Civil Aviation Security Programme. The safety operations team working in coordination with all relevant stakeholders ensure the safety and security for customers at both landside and airside within protocols.

The Central Industry Security Force (CISF) in collaboration with BIAL provides aid with streamlining the passenger luggage monitor system under the BCAS mandate. Adequate training, briefings about human rights and capacity building is provided periodically for all security personnel with the Chief Executive of the Airport officiating the overall security of the Airport. Periodical and consistent meetings with the stakeholders and business partners allows constant screening of our safety system and encourages scope for enhancement. Customer grievances are addressed via town hall meetings, use of social media platforms and the in-house Airport Community App.

We have not witnessed any case of non-compliance with regulation or breach of voluntary codes concerning health and safety impacts during the reporting period.

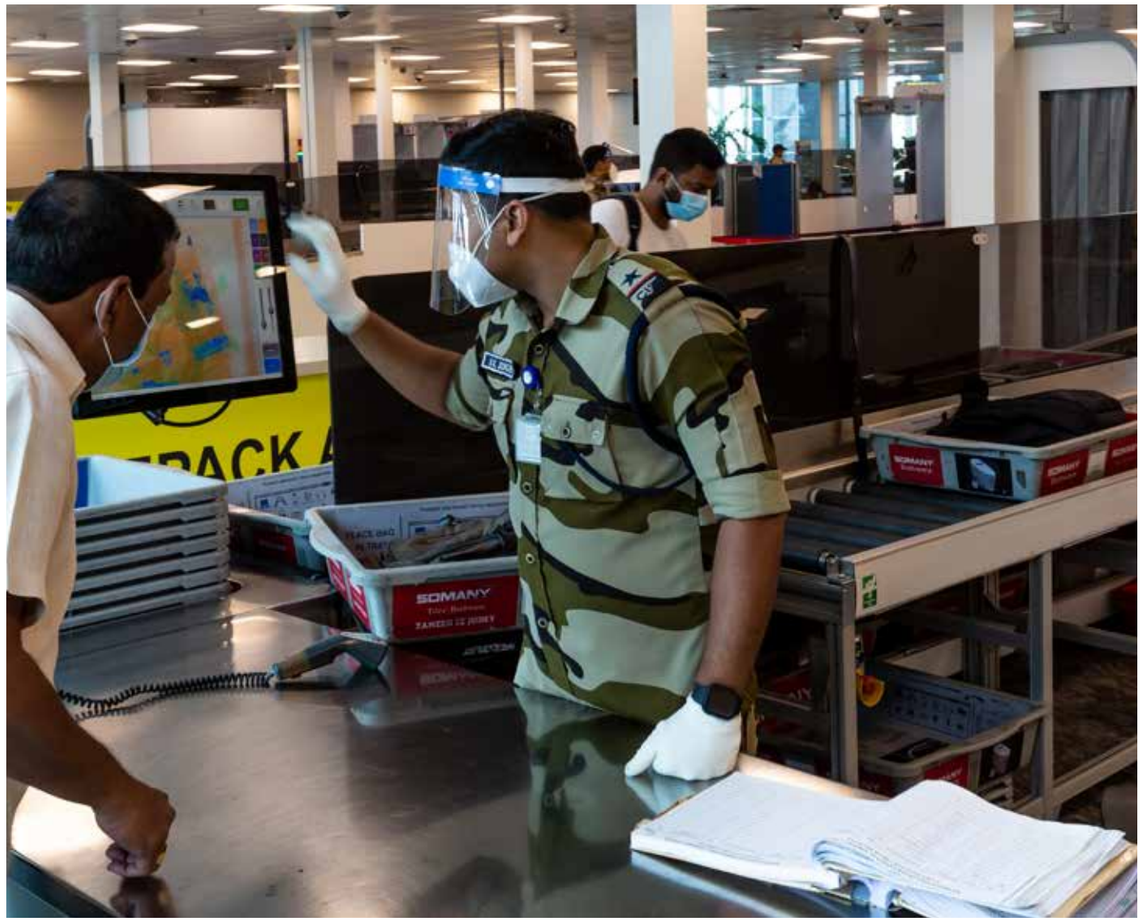
Initiatives

- Assisting visually challenged Passengers with Reduced Mobility (PRM) within our premises.
- High-tech medical facilities available 24/7 including first-aid, medicine, and life support system for any medical emergencies
- Ensuring food safety through food sampling, frequent hygiene audits and medical check-ups of the cooks in the shop
- To ensure smooth transportation facilities to and from BLR Airport, we have integrated app-based taxi services such as Uber and Ola into our transportation system, making BLR Airport first in India to make such integration
- Compliance with the Dangerous Goods Regulation
- Round-the-clock security force at regular intervals throughout the airport
- Passenger safety check from the gates till boarding



Health and Safety Highlights

- BLR Airport has been inducted into the prestigious Airports Council International (ACI) Director General's Roll of Excellence for the year 2020 for consistently delivering superior customer service.
- Customer/Passenger safety and Occupants safety of Passenger Terminal Buildings (PTB) - During the year, there were 8 traveller and visitor injuries attended to by emergency response units within BIAL. No major incident was reported from the passengers during the transition from departure gates to boarding gates and from arrival to exit. All safety recommendations were considered and monitored during the renovation/refurbishment works undertaken at Kerbside and inside PTB with provisions for complete passenger safety.
- Food safety guidelines were communicated to all F&B outlets and were complied with. No major food safety incidents were reported at the F&B outlets.
- Safety recommendations were given for various critical activities of stakeholders and these were safely executed.
- Training & Capacity building - Stakeholders were given safety training on workplace hazards.
- BACS and Aviation Concessionaire - Safety recommendations were given on various projects and safely completed.
- Safety Campaign and National Safety Day Celebrations - Motivational events such as National Safety Day were celebrated involving all internal and external stakeholders. A PPE Safety campaign was also conducted.



Prioritising Quality

BIAL has set benchmarks for quality, efficiency, and customer experience, making it one of the leading airports in the world. We adhere to various national and international regulations when we design our services and perform frequent audits to discuss any possible risks and concerns.

Some of our key measures are as follows:

- We have expanded our communication services through the placement of electronic and non-electronic displays within our facilities to provide relevant information regarding services.
- We safeguard the needs of stakeholders such as customers, passengers, and concessionaires by developing best practices, hence championing responsible business.
- We have developed an integrated feedback system, to derive and manage customer feedback frequently.
- We administer regular customer satisfaction surveys to get feedback on the quality of our services
- BLR Airport achieves Airport Council International's (ACI) Airport Health Accreditation (AHA), a certification that recognises the Airport's commitment to the safety of passengers, employees, and general public
- BLR Airport judged the Best Airport by Size & Region for 25-40 Million Passengers Per Annum at the Airports Council International's Airport Service Quality (ACI-ASQ) Awards 2020
- BLR Airport has been inducted into the prestigious Airports Council International (ACI) Director General's Roll of Excellence for the year 2020 for consistently delivering superior customer service.
- BLR Airport judged as 'The Best Airport Staff in India and Central Asia' at the Skytrax World Airport Awards 2021.
- BLR Airport was recognised with the Most Innovative Environmental Project Award and the Most Useful Environmental Project Award under the Climate Change Impact Mitigation and Adaption category at the 8th CII National Award for Environmental Best Practices 2021.
- Central Industrial Security Force (CISF) unit of BLR Airport has been given the ISO 9001:2015 certification for providing quality security services all year round.
- BLR Airport emerges as the No.1 Airport in the country for Perishable Shipment in FY 2020-21
- Bangalore International Airport Limited (BIAL), has been awarded the prestigious PEER (Performance Excellence in Electricity Renewal) Platinum certification by Green Building Certification Inc. (GBCI), the foremost authority on sustainability in building design, construction, and operations. This honour makes BIAL the first airport operator in the world to receive an outstanding score of 92/100 for its airport power infrastructure.
- BLR Airport has been adjudged the 'Best Airport' under the General Category, and has won the 'Aviation Innovation' Award at the Wings India Awards 2022 event jointly organised by the Ministry of Civil Aviation and FICC.

Kerb-to-Gate Biometric Journey

An intrinsic biometric system was introduced in FY 2018-19 by BIAL to facilitate an innovative and efficient way to simplify passenger transit. The launch of Vision-Box developed one-ID biometric platform in partnership with Vistara airline, focused on a seamless, secure and enjoyable passenger experience from Kerb to gate at the BLR Airport.

The DigiYatra initiative in compliance with the domestic airlines provides the highest degree of security and safety whilst ensuring passenger privacy. The passenger will be required to enroll their ID, Biometric data and the flight details before entering the terminal to enjoy seamless transit through touchpoints across the airport.

Digitisation initiatives by BLR airport:

- India's largest 16 units self-bag drop deployment. Currently, SpiceJet & Air Asia are using it for up to 75% of their flights
- Smart Security System with Automated Tray Retrieval that has replaced conventional screening at several lanes
- BLR Airport App on iOS and Android provides an omnichannel experience for passengers to get the latest information on airport and travel guidelines, as well as pre-book food & beverage, taxis, car rentals, and fly buses



Grievance Redressal

Customer experience has always been one of our top-most priorities. We conduct frequent customer feedback surveys through an advanced customer feedback mechanism, which enables us to continuously improve our services. We are committed to addressing customer complaints and are constantly devising strategies to deal with concerns.

The Grievance cell

- The Grievance Cell handles our customer redressal mechanism as a part of the aviation stakeholder and quality management department
- The Aviation Stakeholder and Quality Management Team collate customer feedback and ensure that customers' inputs reach the concerned stakeholder/ department. As per the customer feedback, the airport's infrastructure and services are improved
- We also have an airport community app that concessionaires can use to give their feedback. All complaints are addressed promptly to ensure a robust solution. Furthermore, the Customer Feedback Mechanism channel is frequently audited to continuously monitor performance







Emergency Management

Materiality Level: High

An establishment of an Emergency Management System (EMS) forged with the help of non-negotiable management policies provides safety support during contingencies. Our trained staff of the Enterprise Risk Management team vigilantly evaluate hazards and risks to ensure prompt response by relevant stakeholders at BIAL.

Some of our emergency plans include:

- An automated emergency alert system (e-Kofer/ EAMS) that assists us in delivering crisis alerts to our emergency crew within 5 minutes of the occurrence of an incident.
- Recovery mechanisms to resume critical services, thus ensuring business continuity within a set time limit.
- Customising procedures for over 17 types of contingencies that might occur within our premises





Our Communities

Materiality Level: Medium

SDG contribution:

Flagship Initiatives



BIAL is committed to creating a positive impact by contributing value to the society through sponsorship programmes and community development activities. These are undertaken by Kempegowda International Airport Foundation (KIAF), a CSR implementing arm of BIAL. The four currently ongoing BIAL CSR initiatives have been recognised by the Karnataka chapter of National HRD (NHRD) Network, and BIAL was awarded 'Company with Best CSR Practice' in November 2021.

Our focus areas for community development are across health, education, culture and promotion of sustainable development.

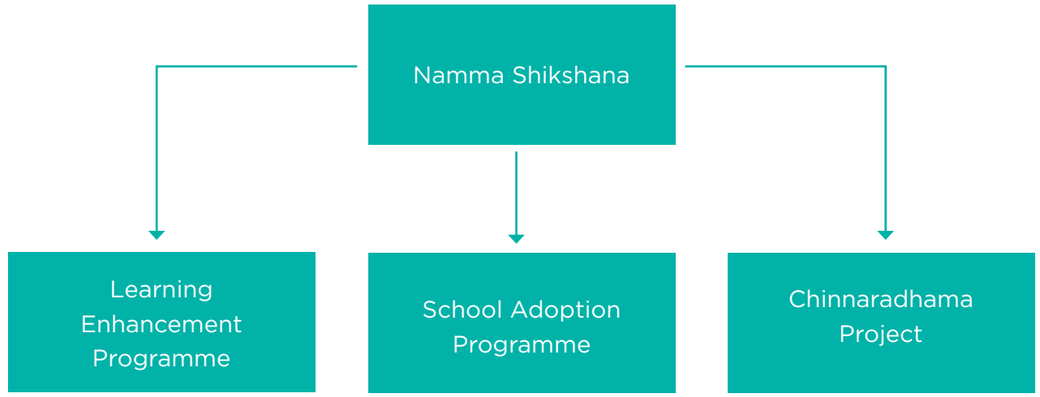


1. Namma Shikshana

Stakeholders:

- Department of Education
- Bangalore Rural Zilla Panchayat
- Programme Partner
- Sri Satya Sai Annapoorna Trust
- BIAL Adopted Govt Schools
- SDMC
- BRC (Block Resource office)

Our Flagship initiative 'Namma Shikshana' aims to contribute towards achieving an increased learning output for children enrolled in government schools in Karnataka. In FY 2021-22, there were notable developments pertaining to education programs with significant permission orders in acknowledging the contributions of BIAL by the Department of Public Instruction, Government of Karnataka. These permission orders were key for initiating English medium classes from grade 01 to grade 06 in all BIAL adopted schools. With the MoU signed between Akshaya Patra Foundation and KIAF in December 2021, KIAF will advise and mentor as the Knowledge Partner for the 'Model School Initiative'.



- Under the Learning Enhancement Programme, a multi dimensional engagement approach was implemented in a phased manner for improved performance of slow learners.
  - A two-pronged approach in 2 BIAL adopted schools for grade 7 students with a 30-hour focussed mentoring session spread across 08 weeks coupled with 30-hour Ten Time Practice (TPP) conducted by Subject Resource Persons (SRP).
  - Bettakote and Aradeshanahalli GHPS selected for the first phase for augmentation of infrastructure work due to space inadequacy to ensure availability of adequate English medium classes for influx of new children.
  - 'Shloka Classes', digital and environmental awareness based sessions to encourage children to participate in activities beyond their academic sessions were engaged by SRP in BIAL adopted govt schools.
- Under the School Adoption Programme, essential learning material and stationary were provided for children. SDMC meetings were conducted in a periodical and timely manner to ensure the efficient execution of tasks under necessary COVID protocols. However, due to COVID restrictions, providing breakfast to children everyday has proven to be a challenge.
- Under the Chinnaradhama Project, the construction of a residential facility for upto 300 girl children hailing from COVID affected families in Karnataka has been

under progress. The beneficiaries for this project have been identified jointly with the Department of Women & Child Development by Sparsha Trust.

- The Namma Shikshana projects have been implemented in two of the five adopted schools with the other three schools having provided indications to implement activities as per their choice. Positive discussions are being held with Department and School authorities for complete implementation.

2. Namma Arogya

Stakeholders:

- Department of Women & Family Welfare
- Department of Health
- The Sparsha Trust

BIAL initiated a community driven Medical Relief programme to provide support to individuals affected by COVID infections. This included:

- Setting up a 150 bed Transit Step Down Oxygen Delivery Centre (COVAID@BLR) managed by KIAF which tended to treat patients with mild hypoxia with essential oxygen support near the Cargo Terminals at the BLR Airport.
- Post closure of the centre, medical equipments and other consumables were provided to medical institutions in need, in phases for better utilisation.
    - Rural charitable hospitals in Muddenahalli were provided with 50 oxygen concentrators, 05 oxygen cylinders and other equipments worth INR 60 Lakhs.
    - The Sparsha Trust was provided with 125 cots and mattresses for lodging of children in the Chinnaradhama campus worth INR 10 Lakhs.
    - Government Schools in the Devanahalli Taluk were provided with sanitisers with a stand, paper cups and other consumables.

3. Namma Ooru

Stakeholders:

- Department of Horticulture
- Department of Women and Child Development
- Bengaluru Rural Zilla Panchayat
- Agriculture Product Marketing Organisation

BIAL has initiated a programme to promote the conservation of the GI tagged Devanahalli pomelo fruit through establishing the 'Pomelo Park' at the airport campus. Here, 50 of the 500 saplings have been planted next to the Kempegowda statue, whereas the rest of the saplings have been planted on both sides of the main access road. The sapling process of the Devanahalli Pomelo Project is due completion by September 2022.

4. Namma Parampare

Stakeholders:

- Archaeological Survey of India
- Department of Information and Broadcasting
- District Commissioner's Office, Bengaluru Rural

Our Initiative Namma Parampare is focused towards the conservation and the promotion of the Indian heritage and culture.

- Based on the suggestions provided by the advisory and the landscaping team, a conservation activity chart for Nallur Bio-Heritage site will be prepared. Recognised by the Limca Book of Records, the 54-acre tamarind grove with more than 10 centuries of history was identified for conservation project implementation.





Abbreviations

AA1000SES	*Account Ability 1000 Stakeholder Engagement Standard*
AAI	*Airports Authority of India*
ACA	*Airport Carbon Accreditation*
ACI	*Airport Council International*
AOCC	*Airport Operations Control Centre*
ARFF	*Aircraft Rescue and Fire Fighting*
ASI	*Archaeological Survey of India*
ASQ	*Airport Service Quality*
BCAS	*Bureau of Civil Aviation Security*
BCM	*Body Control Module*
BCM	*Business Continuity Management*
BIAL	*Bangalore International Airport*
BLR	*Bangalore*
BWSSB	*Bangalore Water Supply and Sewerage Board*
CCQC	*Chapter Convention on Quality Circles*
CCTV	*Closed Circuit Television*
CEO	*Chief Executive Officer*
CII	*Confederation of Indian Industries*
CISF	*Central Industry Security Force*
CoC	*Code of Conduct*
COVID	*Corona Virus Disease*
CSAT	*Civil Services Aptitude Test*
CSR	*Corporate Social Responsibility*
CXO	*Chief (Variable) Officer*
DGCA	*Directorate General of Civil Aviation*
EAMS	*Automated emergency alert system*
EIA	*Environmental Impact Assessment*
ERCR	*Expansion/Relocation Cost Reduction*
ERM	*Enterprise Risk Management*
EV	*Electric Vehicle*
F&B	*Food and Beverage*
FIH	*Fairfax India Holdings*
FY	*Financial Year*
GI	*Geographical Indication*
GJ/emp	*Giga Joule/Employee*
GPA	*Group Personal Accident*
GPRS	*General Packet Radio Service*
GPTW	*Great Places to Work*
GRI	*Global Reporting Initiative*
GTL	*Group Term Life*
HVAC	*Heating, ventilation, and air conditioning*
ICAO	*International Civil Aviation Organisation*
ICAR	*Indian Council for Agricultural Research*
ICT	*Information and Communication Technology*
IFGE	*Indian Federation of Green Energy*
IGBC	*Indian Green Building Council*
IISc	*Indian Institute of Science*
IMS	*Integrated Management System*
ISO	*International Organisation for Standardisation*
IUCN	*International Union for Conservation of Nature*
Kg	*Kilogram*
KL	*Kilo Litre*
KSDMA	*Karnataka State Disaster Management Authority*
LED	*Light-Emitting Diode*
LTA	*Leave Travel Allowance*
MAR	*Main Access Road*
MD	*Managing Director*
mg/L	*milligram/litre*
MLD	*Minimum Liquid Discharge*
MoCA	*Ministry of Civil Aviation*
MOWP	*Method of Working Plans*
MPH	*Main Pump House*
MU	*Million Unit*
MWp	*Mega Watt peak*
N95	*Not resistant to oil only beyond 95% (of very small test particles)*
NABL	*National Accreditation Board for Testing and Calibration Laboratories*
NOx(A)	*Nitrogen Oxide*
NSPR	*New South Parallel Runway*
OHS	*Occupational Health and Safety*
OHSAS	*Occupational Health and Safety Assessment Series*
PET	*Polyethylene terephthalate*
PPA	*Power Purchase Agreement*
PPE	*Personal Protective Equipment*
PPP	*Public-Private Partnership*
PRM	*Passengers with Reduced Mobility*
PTB	*Passenger Terminal Buildings*
QCFI	*Quality Circle Forum of India*
RO	*Reverse Osmosis*
SAR	*South Access Road*
SARS	*Severe Acute Respiratory Syndrome*
SC	*Steering Committee*
SHG	*Self Help Group*
SMS	*Safety Management Systems*
SOP	*Standard Operating Procedure*
SOx(A)	*Sulphur Oxide*
sqft	*square feet*
SRP	*Subject Resource Persons*
TCO2	*Ton Carbon Dioxide*
UV	*Ultraviolet*
WG	*War Group*
MoU	*Memorandum of Understanding*
KSRTC	*Karnataka State road transport Corporation*
GSE	*Ground Support Equipment*
PAX	*Passenger*



GRI Index

Disclosure	Description	Page Numbers	Status	Comments
	102. GENERAL DISCLOSURE			
	Organisational Profile			
102-1	Name of the organisation	03	Reported	
102-2	Activities, brands, products, and services	3,4	Reported	
102-3	Location of headquarters	3	Reported	
102-4	Location of operations	3	Reported	
102-5	Ownership and legal form	3	Reported	
102-6	Markets served	4	Reported	
102-7	Scale of the organisation	3,38,39, 57,58	Reported	
102-8	Information on employees and other workers	57,58	Reported	
102-9	Supply chain	11,12	Reported	
102-10	Significant changes to the organisation and its supply chain	11,12	Reported	
102-11	Precautionary Principle or approach	29,30	Reported	
102-12	External initiatives	36	Reported	
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102-17	Mechanisms for advice and concerns about ethics	29,30	Reported	
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	Stakeholder Engagement			
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102-46	Defining report content and topic Boundaries	13	Reported	
102-47	List of material topics	17,18	Reported	
102-48	Restatements of information	Index	Reported	Not Applicable
102-49	Changes in reporting	Index	Reported	None
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102-51	Date of most recent report	13	Reported	2020-21
102-52	Reporting cycle	13	Reported	
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	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	38,39	Reported	
103-2	The management approach and its components	38,39	Reported	
103-3	Evaluation of the management approach	38,40	Reported	
201-1	Direct economic value generated and distributed	38	Reported	
201-2	Financial implications and other risks and opportunities due to climate change	31,32,33,34	Reported	
201-3	Defined benefit plan obligations and other retirement plans	-	Not reported	
201-4	Financial assistance received from government	38	Reported	
	202. MARKET PRESENCE			
	2. Topic-specific Disclosure			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	-	Not Reported	
202-2	Proportion of senior management hired from the local community	-	Not Reported	
	203. INDIRECT ECONOMIC IMPACTS			
	2. Topic-specific Disclosure			
203-1	Infrastructure investments and services supported	77,78,79,80	Reported	
203-2	Significant indirect economic impacts	40	Reported	
	204. PROCUREMENT PRACTICES			
	2. Topic-specific Disclosure			
204-1	Proportion of spending on local suppliers	11	Reported	
	205. ANTI-CORRUPTION PRACTICES			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	29,30	Reported	
103-2	The management approach and its components	29,30	Reported	
103-3	Evaluation of the management approach	29,30		
	2. Topic-specific Disclosure			
205-1	Operations assessed for risks related to corruption	29,30	Reported	
205-2	Communication and training about anti-corruption policies and procedures	29,30	Reported	

Disclosure	Description	Page Numbers	Status	Comments
205-3	Confirmed incidents of corruption and actions taken	29,30	Reported	
	102-30 Risk Management			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	31	Reported	
103-2	The management approach and its components	31,32	Reported	
103-3	Evaluation of the management approach	32,33,34	Reported	
	2. Topic-specific Disclosure			
102-30 Risk Management	Highest governance body's role in reviewing the effectiveness of the organisation risk management processes for economic, environmental, and social topics.	31	Reported	
	206. ANTI-COMPETITIVE BEHAVIOUR			
	2. Topic-specific Disclosure			
Disclosure 206-1	"Legal actions for anti-competitive behavior, anti-trust, and monopoly practices"	30	Partially reported	No legal action
	301. MATERIALS			
	2. Topic-specific Disclosure			
Disclosure 301-1	Materials used by weight or volume	-	Not reported	Not applicable
Disclosure 301-2	Recycled input materials used	-	Not reported	Not applicable
Disclosure 301-3	Reclaimed products and their packaging materials	-	Not reported	Not applicable
	302. ENERGY			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	43	Reported	
103-2	The management approach and its components	44	Reported	
103-3	Evaluation of the management approach	43-46	Reported	
	2. Topic-specific Disclosure			
Disclosure 302-1	Energy consumption within the organisation	44	Reported	
Disclosure 302-2	Energy consumption outside of the organisation	-	Not Reported	
Disclosure 302-3	Energy intensity	43	Reported	
Disclosure 302-4	Reduction of energy consumption	45,46	Reported	
Disclosure 302-5	Reductions in energy requirements of products and services	-	Not reported	Not Applicable
	303. WATER			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	47	Reported	
103-2	The management approach and its components	47	Reported	
103-3	Evaluation of the management approach	47	Reported	

Disclosure	Description	Page Numbers	Status	Comments
	2. Topic-specific Disclosure			
Disclosure 303-1	Water withdrawal by source	47	Reported	
Disclosure 303-2	Water sources significantly affected by withdrawal of water	Index	Reported	No water sources were affected by withdrawal of water by BIAL
Disclosure 303-3	Water recycled and reused	48	Reported	
	304. BIODIVERSITY			
	2. Topic-specific Disclosure			
Disclosure 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	54	Reported	There are no such operational sites
Disclosure 304-2	"Significant impacts of activities, products, and services on biodiversity"	Index	Reported	None
Disclosure 304-3	Habitats protected or restored	54	Partially Reported	BIAL constantly strenghthens the green cover in its own operationsal sites.
Disclosure 304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Index	Reported	No such species are affected by BIAL's operations
	305. EMISSIONS			
	2. Topic-specific Disclosure			
Disclosure 305-1	Direct (Scope 1) GHG emissions	43,44	Reported	
Disclosure 305-2	Energy indirect (Scope 2) GHG emissions	43,44	Reported	
Disclosure 305-3	Other indirect (Scope 3) GHG emissions	43,44	Reported (Calendar year 2021)	
Disclosure 305-5	Reduction of GHG emissions	43,44		
Disclosure 305-6	Emissions of ozone-depleting substances (ODS)	Index	Reported	None
Disclosure 305-7	"Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions"	51	Reported	
	306. EFFLUENTS AND WASTE			
	2. Topic-specific Disclosure			
Disclosure 306-1	Water discharge by quality and destination	48	Reported	
Disclosure 306-2	Waste by type and disposal method	49,50	Reported	
Disclosure 306-3	Significant spills	Index	Reported	None
Disclosure 306-4	Transport of hazardous waste	49	Reported	
Disclosure 306-5	Water bodies affected by water discharges and/or runoff	Index	Reported	None
	307. ENVIRONMENTAL COMPLIANCE			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	41	Reported	

Disclosure	Description	Page Numbers	Status	Comments
103-2	The management approach and its components	41	Reported	
103-3	Evaluation of the management approach	41	Reported	
	2. Topic-specific Disclosure			
Disclosure 307-1	Non-compliance with environmental laws and regulations	Index	Reported	No such non-compliance issues
	308. SUPPLIER ENVIRONMENTAL ASSESSMENT			
	2. Topic-specific Disclosure			
Disclosure 308-1	New suppliers that were screened using environmental criteria	-	Not reported	"We are in the process of formalizing a supplier assessment policy in line with ISO 20400 to initiate a supplier screening process in the future"
Disclosure 308-1	Negative environmental impacts in the supply chain and actions taken	-	Not reported	"We are in the process of formalizing a supplier assessment policy in line with ISO 20400 to initiate a supplier screening process in the future"
	401. EMPLOYMENT			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	56	Reported	
103-2	The management approach and its components	56	Reported	
103-3	Evaluation of the management approach	56	Reported	
	2. Topic-specific Disclosure			
Disclosure 401-1	New employee hires and employee turnover	57,58	Reported	
Disclosure 401-2	"Benefits provided to full-time employees that are not provided to temporary or part-time employees"	64	Reported	
Disclosure 401-3	Parental leave	64	Reported	
	402. LABOUR/MANAGEMENT RELATIONS			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	59	Reported	
103-2	The management approach and its components	59	Reported	
103-3	Evaluation of the management approach	59	Reported	
	2. Topic-specific Disclosure			
Disclosure 402-1	Minimum notice periods regarding operational changes	59	Reported	
	403. OCCUPATIONAL HEALTH AND SAFETY			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	67	Reported	
103-2	The management approach and its components	67	Reported	
103-3	Evaluation of the management approach	67	Reported	
	2. Topic-specific Disclosure			
Disclosure 403-1	Workers representation in formal joint management–worker health and safety committees	67	Reported	
Disclosure 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	69,70	Reported	
Disclosure 403-3	Workers with high incidence or high risk of diseases related to their occupation	Index	Reported	None
Disclosure 403-4	"Health and safety topics covered in formal agreements with trade unions"	Index	Reported	Not applicable
	404. TRAINING AND EDUCATION			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	65	Reported	
103-2	The management approach and its components	65	Reported	
103-3	Evaluation of the management approach	65	Reported	
	2. Topic-specific Disclosure			
Disclosure 404-1	Average hours of training per year per employee	66	Reported	
Disclosure 404-2	"Programs for upgrading employee skills and transition assistance programs"	65,66	Partially reported	
Disclosure 404-3	Percentage of employees receiving regular performance and career development reviews	66	Reported	
	405 DIVERSITY AND EQUAL OPPORTUNITY			
	1. Management Approach			
103-1	Explanation of the material topic and its Boundary	60	Reported	
103-2	The management approach and its components	60	Reported	
103-3	Evaluation of the management approach	60	Reported	
	2. Topic-specific Disclosure			
Disclosure 405-1	"Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups)"	57,58	Reported	
Disclosure 405-2	Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	60	Reported	
	406. NON-DISCRIMINATION			
	2. Topic-specific Disclosure			
Disclosure 406-1	Incidents of discrimination and corrective actions taken	Index	Reported	None
	407. FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
	2. Topic-specific Disclosure			
Disclosure 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Index	Reported	None
	408. CHILD LABOUR			
	2. Topic-specific Disclosure			
Disclosure 408-1	"Operations and suppliers at significant risk for incidents of child labor"	59	Reported	
	409. FORCED OR COMPULSORY LABOUR			
	2. Topic-specific Disclosure			
Disclosure 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	59	Reported	

Disclosure	Description	Page Numbers	Status	Comments
410. SECURITY PRACTICES				
1. Management Approach				
103-1	Explanation of the material topic and its Boundary	71,72	Reported	
103-2	The management approach and its components	71,72	Reported	
103-3	Evaluation of the management approach	71,72	Reported	
2. Topic-specific Disclosure				
Disclosure 410-1	Security personnel trained in human rights policies or procedures	71	Reported	
411. RIGHTS OF INDIGENOUS PEOPLES				
2. Topic-specific Disclosure				
Disclosure 411-1	Incidents of violations involving rights of indigenous peoples	Index	Reported	None of our operations affect the rights of indigenous people. There were no violations.
412. HUMAN RIGHTS ASSESSMENT				
2. Topic-specific Disclosure				
Disclosure 412-1	Operations that have been subject to human rights reviews or impact assessments	60	Reported	
Disclosure 412-2	Employee training on human rights policies or procedures	60	Reported	
Disclosure 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	60,62	Reported	
413. LOCAL COMMUNITIES				
2. Topic-specific Disclosure				
Disclosure 413-1	"Operations with local community engagement, impact assessments, and development programs"	77,78,79,80	Reported	
Disclosure 413-2	Operations with significant actual and potential negative impacts on local communities	Index	Reported	Our operations do not have any significant negative impacts on the local communities. Our community development initiatives are specially focused on adding value to the local communities and reducing impacts
414. SUPPLIER SOCIAL ASSESSMENT				
2. Topic-specific Disclosure				
Disclosure 414-1	New suppliers that were screened using social criteria	Index	Not Reported	"We are in the process of formalizing a supplier assessment policy in line with ISO 20400 to initiate a supplier screening process in the future"
Disclosure 414-2	Negative social impacts in the supply chain and actions taken	Index	Not Reported	"We are in the process of formalizing a supplier assessment policy in line with ISO 20400 to initiate a supplier screening process in the future"
415. PUBLIC POLICY				
2. Topic-specific Disclosure				
Disclosure 415-1	Political contributions	Index	Reported	None

Disclosure	Description	Page Numbers	Status	Comments
416. CUSTOMER HEALTH AND SAFETY				
1. Management Approach				
103-1	Explanation of the material topic and its Boundary	71	Reported	
103-2	The management approach and its components	71,72	Reported	
103-3	Evaluation of the management approach	71	Reported	
2. Topic-specific Disclosure				
Disclosure 416-1	Assessment of the health and safety impacts of product and service categories	71	Reported	
Disclosure 416-2	"Incidents of non-compliance concerning the health and safety impacts of products and services"	Index	Reported	None
417. MARKETING AND LABELING				
2. Topic-specific Disclosure				
Disclosure 417-1	Requirements for product and service information and labeling	Index	Not reported	Not applicable
Disclosure 417-2	Incidents of non-compliance concerning product and service information and labeling	Index	Reported	None
Disclosure 417-3	Incidents of non-compliance concerning marketing communications	Index	Reported	None
418. CUSTOMER PRIVACY				
2. Topic-specific Disclosure				
Disclosure 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Index	Reported	None
419. SOCIOECONOMIC COMPLIANCE				
2. Topic-specific Disclosure				
Disclosure 419-1	Non-compliance with laws and regulations in the social and economic area	Index	Reported	None

Disclosure	Description	Page Numbers	Status	Comments
AO1	Total number of passengers annually, broken down by passengers on international and domestic flights, and broken down by origin-and-destination and transfer passengers, including transit passengers	39	Partially reported	
AO2	"Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights"	39	Partially reported	
AO3	Total amount of Cargo Tonnage	39	Reported	
AO4	Quality of storm water by applicable regulatory standards	53	Reported	
AO5	"Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (ppm) by regulatory regime"	51	Reported	
AO6	"Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 and/or metric tonnes"	Index	Not applicable	
AO7	"Number and percentage change of people residing in areas affected by noise"	-	Not reported	
AO8	"Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided"	Index	Reported	None
AO9	"Total annual number of wildlife strikes per 10,000 aircraft movements"	-	Not Reported	3.1

TUV INDIA
TUV NORD GROUP

Sustainability Assurance Service

Assurance Statement

The Directors and Management,
Bangalore International Airport Limited,
Admin Block, Alpha 2,
Kempegowda International Airport Bengaluru,
Devanahalli, Bangalore-560300, India

Bangalore International Airport Limited (hereafter 'BIAL') commissioned TUV India Private Limited (TUVI) to conduct independent external assurance of non-financial ESG performance indicators disclosed in BIAL's Sustainability Report (hereinafter 'the Report') for the period April 1, 2021 to March 31, 2022. This engagement was comprised a "limited assurance" of BIAL's sustainability information for the applied reporting period 01 st April 2021 to 31st March 2022 The Verification was conducted in August 2022 at the BIAL Corporate Office, Bangalore. The Report is based on the principles of GRI standards. This assurance engagement was conducted in accordance with ISAE 3000 (revised).

Management's Responsibility

BIAL developed the Report's content by monitoring the performance data BIAL management is responsible for identifying material topics and carrying out the collection, analysis, and disclosure of the information presented in the Report (web-based and print), including website maintenance and integrity, and for ensuring its quality and accuracy in accordance with the applied criteria stated in the GRI standards in such a way that it is free of intended or unintended material misstatements.

Scope and Boundary

The scope of work includes limited assurance of the following non-financial performance / KPI disclosures as disclosed in the Report. In particular, the assurance engagement included the following:

- Review of the disclosures submitted by BIAL;
- Review of the quality of information;
- Review of evidence (on a sample basis) for identified non-financial indicators

TUVI has verified the below-mentioned disclosures given in the Report:

Topic	Indicator	GRI Disclosure
Governance		102-18
Water	Water withdrawal	303-1
	Water discharge	303-2
	Water recycled and reused	303-3
Effluent & waste	Water discharge by quality and destination	306-1
	Waste by type and disposal method	306-2
Emissions	Direct (Scope 1) GHG emissions	305-1
	Energy indirect (Scope 2) GHG emissions	305-2
Energy	Energy consumption within the organization	302-1
Occupational Health and Safety	Occupational health and safety management system	403-1
	Worker participation, consultation, and communication on occupational health and safety	403-4
Employment	Benefits provided to full-time employees that are not provided to temporary or part-time employees	401-2
	Parental leaves	401-3
Local communities	Operations with local community engagement, impact assessments, and development programs	413-1

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The reporting boundaries for the above topics include BIAL and Corporate Office . An onsite verification, was conducted in August 2022. The assurance encompassed Bangalore International Airport Limited, Kempegowda International Airport Bengaluru, Devanahalli, Bangalore-560300, India and the Corporate Office. The assurance activities were carried out together with a desk review as per reporting boundary.

Limitations

TUVI did not perform any assurance procedures on the prospective information, such as targets, expectations, and ambitions, disclosed in the Report. Consequently, TUVI draws no conclusion on the prospective information. During the assurance process, TUVI did not come across any limitation to the agreed scope of the assurance engagement. TUVI expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement.

Our Responsibility

TUVI's responsibility in relation to this engagement was to perform a limited level of assurance and to express a conclusion based on the work performed. This engagement did not include an assessment of the sufficiency of the principles of GRI Standards: Core option and ISAE 3000 (revised), other than those mentioned in the scope of the ESG data assurance. TUVI's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information disclosed by BIAL. This assurance engagement assumes that the data and information provided to us by BIAL are reliable, complete and true.

Verification Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts with respect to disclosures . TUVI has verified the disclosures and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

- TUVI examined and reviewed the documents, data , and other information made available by BIAL for non-financial disclosures;
- TUVI conducted interviews with key representatives, including data owners and decision makers from different functions of BIAL;
- TUVI reviewed the level of adherence to principles of GRI standards: Core option.
- TUVI examined and reviewed the documents, data (on sample basis) and other information made available by BIAL for the reported disclosures including the Management Approach and performance disclosure;

Opportunities for Improvement

The following are the opportunities for improvement reported by BIAL . However, they are generally consistent with BIAL management's objectives and programs. BIAL already identified below topics and Assurance team endorse the same to achieve the Sustainable Goals of organization.

- BIAL can further develop dedicated training modules to sensitize the awareness on human rights across all its employee categories;
- BIAL may perform carbon footprint assessment of all the indirect GHG emissions as per ISO 14064 Standard;
- BIAL may report the compliance of the 09 BRSR principles in the upcoming sustainability report;
- BIAL can verify the achievements of its targets for water stewardship and waste management;
- BIAL can establish and conduct an internal audit of sustainability disclosure data. Periodic validation and verification of data can be performed by the internal team.

Our Conclusion

In our opinion, based on the scope of this assurance engagement, the disclosures on sustainability performance reported in the Report along with the referenced information provides a fair representation of the material topics, related strategies, and performance disclosures and meets the general content and quality requirements of the GRI Standards: Core option.

Disclosures: TUVI is of the opinion that the reported disclosures generally meet the GRI Standards reporting requirements in accordance with the "Core" option. BIAL refers to general disclosure to report

contextual information about BIAL, while the Management Approach is discussed to report the management approach for each material topic.

Universal Standard: BIAL followed GRI 101: Reporting Principles for defining report content and quality, GRI 102: General Disclosures were followed when reporting information about an Organization's profile, strategy, ethics and integrity, governance, stakeholder engagement practices, and reporting process. Furthermore, GRI 103 was selected for Management's Approach on reporting information about how an organization manages a material topic. TUVI is of the opinion that the reported specific disclosures for each material topic generally meet the GRI Standards reporting requirements in accordance with the "Core" option.

Topic Specific Standard: 200 series (Economic topics), 300 series (Environmental topics), and 400 series (Social topics); These Topic-specific Standards were used to report information on the organization's impacts related to environmental and social topics. *TUVI is of the opinion that the reported material topics and Topic-specific Standards that BIAL used to prepare its Report are appropriately identified and addressed.*

Limited Assurance Conclusion: Based on the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the limited assurance engagement was not prepared in all material respects. TUVI found the sustainability information to be reliable in all material respects, with regards to the reporting criteria ("Core") of the GRI Standards.

This assurance statement has been prepared in accordance with the terms of our engagement. In accordance to the ISAE 3000 (revised) requirements

Independence:

TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. It is confirmed that the Assurance Team is selected to avoid situations of self-interest, self-review, advocacy and familiarity. The Assessment Team was safeguarded from any type of intimidation.

Quality control:

The Assurance Team complies with the Code of Ethics for Professional Accountants issued by the IESBA, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TUVI 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.

In the context of Assurance, the following contemporary principles has been observed:

Evaluation of the adherence to other contemporary Principles

Inclusivity: Stakeholder identification and engagement is carried out by BIAL on a periodic basis to bring out key stakeholder concerns as material topics of significant stakeholders. In our view, the Report meets the requirements.

Materiality: The materiality assessment process has been carried out based on the requirements of the GRI Standards, considering topics that are internal and external to the BIAL range of businesses. The Report fairly brings out the aspects and topics and their respective boundaries of the diverse operations of BIAL. In our view, the Report meets the requirements.

Responsiveness: TUVI believes that the responses to the material aspects are fairly articulated in the report, i.e., disclosures on BIAL policies and management systems, including governance. In our view, the Report meets the requirements.

Impact: BIAL communicates its sustainability performance through regular, transparent internal and external reporting throughout the year, aligned with GRI, and its policy framework encompassing the Environmental, Social, Ethical and other policies. BIAL reports on sustainability performance to the Top Management, who oversees and monitors the implementation and performance of objectives, as well as progress against goals and targets for addressing sustainability-related issues.

TUVI expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the

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