

Redefining Aviation through Decarbonisation



Sustainability Report 2024-25



THEME

Redefining Aviation through Decarbonisation

GMR Hyderabad International Airport Limited (GHIAL) has placed sustainability and innovation at the core of its long-term strategy, demonstrating that aviation growth and climate goals can progress together. In 2024, Rajiv Gandhi International Airport (RGIA) achieved a historic milestone by attaining Net Zero Carbon for Scope 1 & Scope 2 greenhouse gas emissions, well ahead of its 2035 target. This achievement was enabled through 100% renewable electricity adoption, a 10 MWp onsite solar power plant, green power procurement, energy efficiency measures, biodiversity conservation, and low-emission mobility solutions.

Building on this success, GHIAL is committed to maintaining Net Zero for Scope 1 & 2 emissions and advancing towards Net Zero Scope 3 by 2050, in alignment with global frameworks such as ICAO LTAG Net Zero 2050, IATA Fly Net Zero, and the United Nations Sustainable Development Goals (UN SDGs). Our sustainability approach integrates climate responsibility, social inclusion, and governance integrity into every aspect of airport operations.

Beyond decarbonisation, GHIAL is redefining aviation through technology-driven innovation and operational excellence. Initiatives such as the Airport Predictive Operations Centre (APOC), IoT-enabled smart facilities, AI-powered dashboards, and digital twin technology are transforming RGIA into a future-ready hub. Passenger experience enhancements—including self-baggage drop, DigiYatra, smart trolleys, and wellness zones—reflect our commitment to delivering epic experiences while reducing environmental impact.

Global recognitions such as the Skytrax Award 2025 for Best Airport Staff in India & South Asia, ACI ASQ Best Airport Award 2024, and ACI Airport Carbon Accreditation Level 5 reaffirm GHIAL's leadership in sustainability and service quality. These achievements underscore our vision to create an airport ecosystem that is green, inclusive, and innovative, setting benchmarks for the aviation industry worldwide.



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Introduction to the Report

GMR Hyderabad International Airport Limited (GHIAL) operates the Rajiv Gandhi International Airport (RGIA) in Hyderabad, Telangana, under a Public-Private Partnership (PPP) model. The shareholding details are provided in the upcoming sections.

GMR Hyderabad International Airport Limited (GHIAL) places sustainability at the centre of its operations and decision-making. The organisation continues to align with global benchmarks while advancing its own standards to integrate sustainability into aviation and support the transition towards a greener future. With the industry moving towards Net Zero Carbon emissions, the airport is accelerating its energy transition through efficiency-driven measures, while also strengthening social and governance practices. These three pillars - environmental, social, and governance, form the foundation of its long-term vision for a sustainable future.

The report outlines the airport's economic, environmental, and social performance, together with its strategic priorities. It highlights how sustainability practices are embedded across operations and improved over time, creating enduring value for stakeholders. The content is structured around key material topics that influence the airport's ability to generate value, reaffirming its commitment to responsible growth and a sustainable aviation industry.

Reporting Approach and Content

This report has been prepared in reference with the Global Reporting Initiative (GRI) Standards 2021 for

the reporting period 1 April 2024 to 31 March 2025 unless stated. The content is guided by the principles of stakeholder inclusiveness, sustainability context, materiality, and completeness, while the quality of disclosures follows the GRI principles of accuracy, balance, clarity, comparability, reliability, timeliness, and verifiability.

The report highlights GHIAL's contribution towards the United Nations Sustainable Development Goals (UN SDGs) and presents information on policies, practices, and governance systems. The data in this report covers the airport operations across all relevant departments, including human resources, governance, supply chain, community initiatives, environment, and safety.

The Economic performance data is consistent with the audited financial statements published in the Annual Report for FY 2024-25, ensuring alignment and reliability.

Reporting Boundary and Scope

The report presents GHIAL's strategy, execution, and accomplishments across the three pillars of sustainability: Environmental, Social, and Governance. For defining the organisational boundaries, the operational control approach has been applied. Only airport operations pertaining to Rajiv Gandhi International Airport have been considered as the reporting boundary. While GHIAL has five subsidiaries and three joint ventures, these entities fall outside the scope of this report as they are not under direct operational control and not integral to airport operations.

The disclosures focus on matters relevant to stakeholders and provide an overview of the airport's core business activities and associated initiatives.

Reporting Period

This report covers the non-financial information related to RGIA, covering policies, practices, and governance system. The reporting period is from 1 April 2024 to 31 March 2025 while Scope 1, 2 & 3 GHG emissions are reported on a calendar year basis (1 January 2024 to 31 December 2024). Going forward, we are planning to align to one common reporting period.

Feedback and Suggestions

For more information or feedback on our Sustainability Report, please contact:

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Leadership Messages

Foreword from the
Business Chairman



At GMR Group, our vision has always been to build an institution in perpetuity, one that creates enduring value for society while shaping enterprises that are resilient, innovative, and responsible. This vision comes alive at GMR Hyderabad International Airport (GHIAL), where sustainability is not just an add-on but an integral part of how we operate and grow.

The aviation sector is at a turning point. Globally, the conversation has shifted from connectivity alone to responsibility, resilience, and Net Zero goals. Airports are no longer just transit points, they are living ecosystems that must balance growth with stewardship of the environment and communities they serve. I am proud that GHIAL has consistently been doing this well as part of the airport operations.

From achieving the distinction of becoming Asia's first LEED-certified

airport terminal in 2008, to attaining Level 5 Carbon Accreditation, and sourcing 100% of our electricity from green power, GHIAL has emerged as a benchmark for sustainable aviation in India. Our efforts in renewable energy, water conservation, biodiversity, electric mobility, and circular waste management demonstrate that growth and responsibility can move forward together.

But sustainability, for us, extends beyond environmental performance. It is also about ensuring that our employees are safe and empowered, our communities are engaged and uplifted, our passengers experience world-class and responsible travel, and our governance frameworks remain transparent and future-ready. These principles are embedded in GHIAL's culture and reflect our Group's commitment to the highest standards of Environmental, Social, and Governance (ESG).

As we present this Sustainability Report, I want to acknowledge the dedication of our employees, the trust of our partners, and the support of our stakeholders who make this journey possible. It is their collective effort that has enabled GHIAL to win multiple global recognitions - from ACI Green Airport Awards to National Energy Leadership accolades and more importantly, to build credibility as a sustainability leader.

GHIAL already achieved Net Zero in Scope 1 & 2 GHG emissions. Looking ahead, we remain unwavering in our commitment to maintain Net Zero Carbon for Scope 1 & 2 GHG emissions and achieve Net Zero for Scope 3 emissions by 2050, scaling renewable energy, transitioning to 100% electric operations, and collaborating with global partners to advance Sustainable Aviation Fuel (SAF). Our goal is not only to keep pace with the aviation industry's transition but to set benchmarks that inspire others across infrastructure sectors.

I am confident that GHIAL will continue to be a flagship for sustainable growth within the GMR Group, balancing economic performance with environmental and social responsibility. Together with our stakeholders, we look forward to shaping an aviation ecosystem that is green, inclusive, and future-ready for generations to come.

G. B. S. Raju
Business Chairman
GMR Airports.

From the Desk
of the CEO



Embedding Sustainability at
the Core of Airport Growth

At GMR Hyderabad International Airport Ltd (GHIAL), we embed ESG principles in our strategy to balance our growth with sustainability and deliver long-term value, aligning with GMR Group's vision of a resilient, responsible organization that benefits society.

Beyond connectivity, airports are expected to lead on climate action, inclusive growth, and governance. GHIAL views sustainability not just as a compliance, but also as a strategic enabler strengthening operational excellence, stakeholder trust, and long-term competitiveness.

Sustainability Report 2025

The Report outlines how GHIAL integrates environmental stewardship, social responsibility, and strong governance into

decision-making and operations. It provides a transparent account of our performance, priorities, and progress, reinforcing sustainability as a strategic driver of long-term value creation. During the last year, GHIAL has made significant progress in its environmental journey. The terminal building received LEED Platinum certification, our operations already run on **100% renewable energy**, we achieved **Level 5 Airport Carbon Accreditation**, and with a 92% reduction in Scope 1 and 2 emissions from 2010 baseline, we continue progressing toward our Net Zero ambitions. These outcomes are based on sustained investments in clean mobility, digital solutions, and climate-resilient infrastructure.

Our ESG approach is equally anchored in people and communities, fostering a safe, inclusive, and high-performance workplace, while extending social impact through the GMR

Varalakshmi Foundation. Through programs in education, healthcare, skill development, and livelihood enhancement, the Foundation plays a vital role in improving quality of life and enabling inclusive growth in local communities.

Strong governance underpins our progress. Robust Board oversight, ethical conduct, proactive risk management, and transparent disclosures aligned with leading global frameworks guide our decision-making.

Key Goals for 2035:

- » Sustained emissions reduction across the value chain
- » Strengthening climate resilient airport infrastructure and operations
- » Scaling sustainable mobility solutions
- » Advancing community development and global standard ESG governance

Guided by accountability, partnership, and innovation, we aim to set new benchmarks for sustainable and responsible airport operations—creating enduring value for stakeholders today and for generations to come.

Kadhir Kadhiravan
Chief Executive Officer
GMR Hyderabad International
Airport Ltd.

GHIAL Overview

About GHIAL

GMR Hyderabad International Airport Limited (GHIAL) operates the Rajiv Gandhi International Airport (RGIA) in Hyderabad, Telangana under a Public-Private Partnership (PPP) model. Commissioned in March 2008, RGIA is a joint venture consortium between GMR Airports Limited (74%), Airports Authority of India (13%), and the Government of Telangana (13%). Spread across 5,495 acres, the airport handled 29.48 million passengers and 1,82,472 tonnes of cargo in FY 2024–25, positioning itself as one of India's fastest-growing airports.

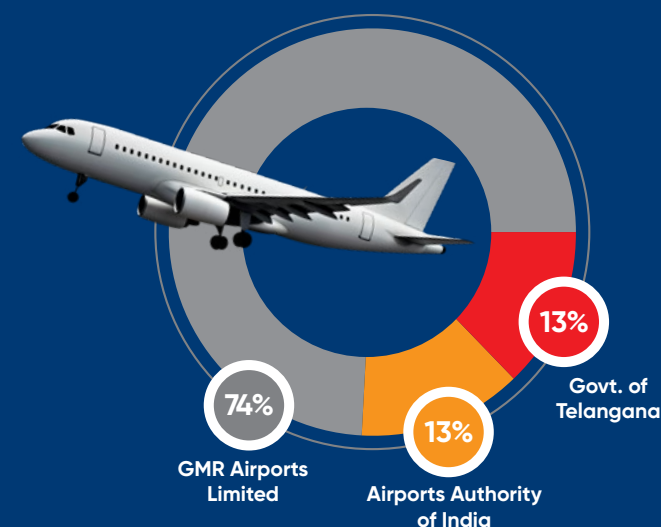
Strategically located within a five-hour flying radius of major Middle East and Southeast Asian cities, RGIA serves as a regional and global hub, offering connectivity to 96 destinations. The airport ecosystem includes India's largest modular integrated cargo facility and an expanding Aerotropolis, which integrates aviation, commercial, and social infrastructure to drive economic growth.

GHIAL's mission is to be a sustainable, innovative hub airport in India, delivering epic experiences. This vision is supported by core values of humility, entrepreneurship, teamwork, social responsibility, and financial prudence. Our approach combines operational excellence, technology absorption, and stakeholder collaboration to create enduring value for society.

As a pioneer in sustainability, RGIA has achieved USGBC LEED Platinum certification, transitioned to 100% renewable electricity, and is implementing advanced environmental practices such as water positivity, biodiversity conservation, and circular waste management. These efforts have earned global accolades, including ACI Airport Carbon Accreditation Level 5, making RGIA one of the few airports worldwide to achieve this distinction.

Innovation is central to GHIAL's growth strategy. Cutting-edge initiatives such as APOC for real-time operational control, IoT-enabled smart washrooms, AI-driven analytics, and robotic cleaning systems enhance efficiency and passenger experience. Recognitions like Skytrax Best Airport Staff Award 2025 and ACI ASQ Best Airport Award 2024 reflect our unwavering commitment to service quality and customer delight.

Looking ahead, GHIAL remains focused on maintaining Net Zero for Scope 1 & 2 emissions, achieving Net Zero Scope 3 by 2050, and leveraging technology and partnerships to shape a future-ready, inclusive, and sustainable aviation ecosystem.



GHIAL
Shareholding Pattern

Our Vision, Mission and Values & Beliefs



Vision

GMR Group will be an institution in perpetuity that will build entrepreneurial organisations, making a difference to society through creation of value.



Mission

To be a sustainable, innovative hub airport in India, delivering epic experiences

Sustainable

- » Environment / Planet Focus
- » People Governance Focus

Innovation

- » Process Innovation Technology
- » Innovation Co-Creation

Hub Airport:

- » Geo Positioning
- » Infrastructure
- » Efficient Operations
- » Service Quality & Experience
- » Ecosystem Integration

Epic Experience:

- » Experience across 5 senses
- » Experience across terminal, airside, landside & aerotropolis
- » Skytrax & ACI Ratings

Values & Beliefs

Humility

We value intellectual modesty and dislike false pride and arrogance

Financial prudence - frugality

We spend wisely and judiciously

Entrepreneurship

We seek opportunities - they are everywhere

Social responsibility

Anticipating and meeting relevant and emerging needs of society

Teamwork & respect for individual

Nurturing a relationship of trust, collaboration and mutual respect

Learning & inner excellence

We cherish the lifelong commitment to deepen our self-awareness, explore, experiment and improve our potential

Deliver the promise

We value a deep sense of responsibility and self-discipline, to meet and surpass on commitments made

Key Highlights

Sustainability Highlights



Achieved **Net Zero Carbon for Scope 1 & 2 emissions in 2024**, surpassing 2035 target.



Invested **₹8.5 crore in CSR programmes** for education, health, and livelihoods.



Per-passenger water consumption reduced to **43 litres**, well below NBC guideline of 70 litres.



Green cover acts as carbon sink, sequestering **~700 tCO₂e annually**.



100% renewable electricity adoption with **10 MWp onsite solar plant** and green power sourcing avoiding **53,509 tCO₂e emissions in CY 2024**



Supported **3,600+ school children**, delivered **23,000+ health treatments**, and trained **951 youth** with 86% placement rate.



Certifications:
Integrated Management System (Quality Management System (ISO 9001:2025), Environmental Management System (ISO14001:2015) & Occupational Health & Safety Management System (45001:2018))

Energy Management System (ISO 50001: 2018)

Complaint Management System (ISO 10002:2018)

IT Service Management System (ISO/IEC 20000-1:2018)

Information Security Management System (ISO/IEC 27001:2022)

Sustainable Procurement (ISO 20400:2017)

Business Continuity Management System (ISO 22301 : 2019)

Operational Performance



29.48 million
Total Passenger Traffic



24.43 million
Domestic



5.05 million
International



1,83,402 tonnes
Cargo Handled



2,02,757
Aircraft Movements (ATMs)



5,960 passengers/hour (scheduled movements)
Peak Hour Capacity



29.08 MPPA (post expansion: 40 MPPA)
Terminal Capacity

Financial Highlights



₹ 2,350.36 crore
Total Revenue



₹ 1,559.59 crore
Aeronautical Revenue



₹ 610.73 crore
Non-Aeronautical Revenue



₹ 1,475.37 crore
EBITDA / Operating Profit



₹ 189.96 crore
Net Profit / PAT



₹ 470.45 crore
Capital Expenditure (Capex)

Economic Performance

In FY 2024-25, GMR Hyderabad International Airport Ltd (GHIAL), operating Rajiv Gandhi International Airport (RGIA), delivered significant economic contributions:

- » Direct Economic Value Generated: ₹8,736 crore in GVA and 39,542 direct jobs, accounting for 0.59% of Telangana's GVA and 0.16% of employment. At the national level: 0.03% of GDP and 0.005% of employment.
- » Indirect & Induced Impacts: RGIA's multiplier effect (₹1 direct GVA → ₹7.8 total GVA) resulted in ₹68,285 crore GVA and 3,45,911 jobs, representing 4.63% of Telangana's GVA and 1.42% of employment. National impact: 0.23% of GDP and 0.045% of employment.
- » Infrastructure Investments & Services: RGIA continues to strengthen regional connectivity, trade, and tourism through infrastructure development.
- » Taxes & Government Contributions: Property tax paid: ₹7.72 crore in FY 2024-25. (No financial assistance from government reported).

Category	GVA (₹Cr)	Employment
Direct	8,736	39,542
Direct + Indirect	32,476	1,65,192
Direct + Indirect + Induced	68,285	3,45,911
% to State		
Direct	0.59	0.16
Direct + Indirect	2.20	0.68
Direct + Indirect + Induced	4.63	1.42
% to India		
Direct	0.03	0.005
Direct + Indirect	0.11	0.022
Direct + Indirect + Induced	0.23	0.045

Source: NCAER computation



Awards and Accolades



National Award for Cost Management

RGIA received First Prize in the Infrastructure & Construction category at the 19th National Awards for Excellence in Cost Management – 2024, organised by ICAI. The recognition highlights the airport’s exemplary cost management practices and commitment to operational excellence.



ASSOCHAM Award

The ‘Excellence in Water Conservation & Climate Change Mitigation’ award recognises RGIA’s initiatives in reducing freshwater use by 30%, achieving and maintaining Net Zero Scope 1 & 2 emissions, and driving long-term climate action through sustainable operations.



RGIA Terminal Awarded LEED USGBC Platinum certificate

The expanded passenger terminal at RGIA has been awarded LEED Platinum certification under the LEED v4 BD+C rating system, with 84 points from the U.S. Green Building Council. Adding 3,79,370 sq. m. of space, the terminal showcases global best practices in energy efficiency, water conservation, resource optimisation, and indoor environmental quality.



Skytrax Awards

RGIA won the Skytrax Award 2025 for ‘Best Airport Staff in India & South Asia’, its fourth recognition for outstanding hospitality and efficiency. The award, presented at the Passenger Terminal EXPO in Madrid, follows rigorous audits of service quality and staff performance across all passenger touchpoints.



Sustaining Leadership in Energy Efficiency

RGIA was honoured the National Energy Leader and Excellent Energy Efficient Unit by Confederation of Indian Industry. The airport received the National Energy Leader accolade for the sixth consecutive year and the Excellent Energy Efficient Unit distinction for the eighth time. These awards highlight the airport’s sustained commitment to energy efficiency and sustainable operations.



ASQ Awards

RGIA won the ACI Airport Service Quality (ASQ) Award 2024 for Best Airport in the 15–25 MPPA category in Asia-Pacific, a recognition based on real-time passenger feedback. It is among 181 ASQ Awards won by 95 airports worldwide in 2024.

Airport Carbon Accreditation 2025 Presentation Ceremony

Rajiv Gandhi International Airport, at Level 5

RGIA Achieves ACI – ACA Level 5 Accreditation

The airport received the ACI Airport Carbon Accreditation (ACA) Level 5, the highest standard of carbon management, placing it among the top four airports in Asia-Pacific & Middle East region to achieve this milestone. The recognition reflects RGIA’s commitment to global climate goals, maintaining Net Zero Scope 1 & 2 emissions, and advancing towards Net Zero Scope 3 by 2050.

Our Approach to Sustainability

Sustainability is not a peripheral initiative but a core principle guiding every aspect of GHIAL's operations. Anchored in our theme Redefining Aviation through Decarbonisation, our approach integrates climate responsibility, social inclusion, and governance integrity into long-term business strategy.

We recognise that airports are at the nexus of connectivity, commerce, and community impact. With this responsibility, we are committed to balancing aviation growth with global climate goals, creating value for stakeholders while reducing environmental footprint.

Our sustainability approach rests on three interlinked pillars



Decarbonisation and Environment

RGIA achieved Net Zero Carbon for Scope 1 & 2 GHG emissions by reducing it by 92% in CY 2024 against the 2035 target. This was driven by renewable energy adoption, energy efficiency measures, sustainable transport, and biodiversity protection.



Inclusive Growth and Social Responsibility

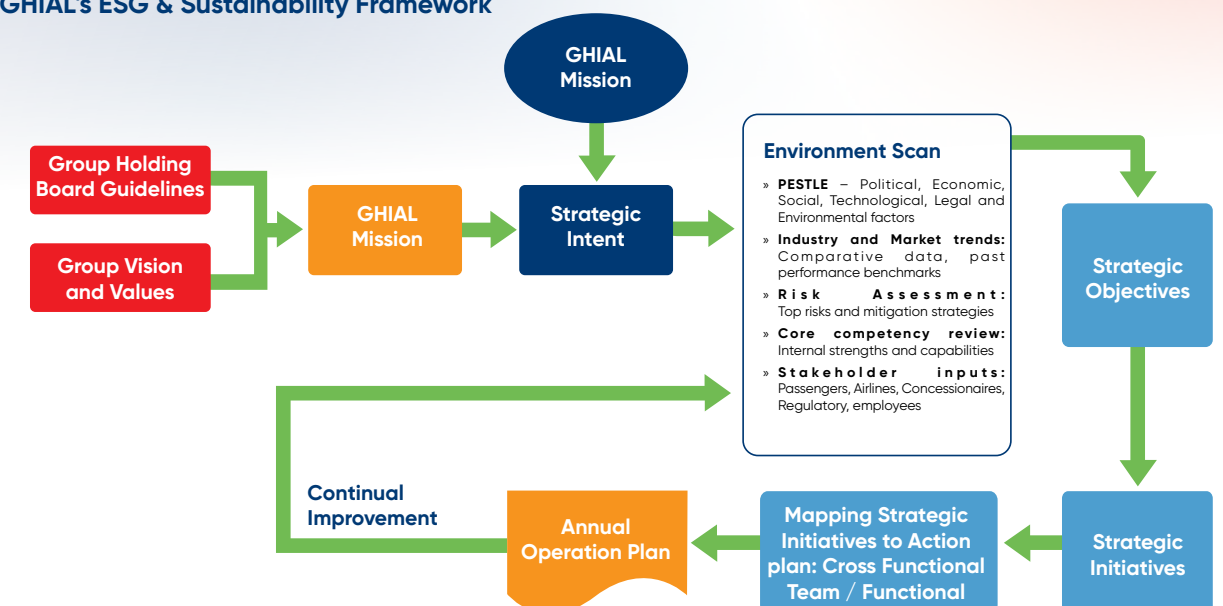
People and communities are central to our growth. We build a diverse, safe, and inclusive workplace while extending impact through the GMR Varalakshmi Foundation's programmes in education, health, livelihoods, and women's empowerment.



Governance and Transparency

Strong governance ensures accountability across operations. Ethics, compliance, and risk management are embedded in decision-making, with reporting aligned to GRI 2021, ACI-ACA, and the UN SDGs for global credibility.

GHIAL's ESG & Sustainability Framework



Through this approach, the airport seeks to demonstrate that aviation can grow responsibly, enabling connectivity, driving economic development, and delivering social value while remaining aligned to the world's climate ambitions.

Alignment with UNSDG

SDG 1: No Poverty

Our CSR initiatives focus on skill-building and livelihood programmes, particularly for women.

✓ Impact

As per NCAER Study, RGIA has created 13,500 direct, 1.2 lakh indirect, and 7.1 lakh tourism-linked jobs, with Airport City expected to add over 2 lakh more by 2025.

SDG 3: Good Health and Well-Being

Occupational health and safety management systems (ISO 45001 certified) along with wellness programmes and preventive health initiatives.

✓ Impact

Improved safety metrics and reduced workplace incidents through various initiatives and risk management.

SDG 5: Gender Equality

Promoting gender equality through inclusive policies, while CSR programmes empower women with skills and livelihoods for financial independence.

✓ Impact

No significant pay gap between female and male employees. Over 100 women entrepreneurs have been supported.

SDG 7: Affordable and Clean Energy

Transition to 100% renewable electricity along with installation of 10 MWp solar power plant.

✓ Impact

53,509 tCO₂ emissions avoided in CY 2024.

SDG 2: Zero Hunger

Addresses nutrition through dedicated centres and millet processing units.

✓ Impact

Supports pregnant and lactating women through supplementary nutrition, health checkups, and awareness programmes.

SDG 4: Quality Education

Education initiatives, including after-school support and community school infrastructure development.

✓ Impact

Full educational support to 132 gifted children (GC) from airport neighbouring villages. ~3,600 govt school children supported through various activities like infra support, e-education, tuition centres, study materials etc.

SDG 6: Clean Water and Sanitation

Rainwater harvesting, Water Treatment Plants, zero wastewater discharge through STPs, and tech-enabled irrigation with condensate recovery for cooling.

✓ Impact

Rainwater Harvesting Capacity along with waste water recycle enabled meeting 38% of total water demand.

SDG 8: Decent Work and Economic Growth

Skill development initiatives and the Airport City economic hubs lead to increase in local employment.

✓ Impact

4,11,386 jobs (induced employment) supported by RGIA as per NCAER studies.

SDG 9: Industry, Innovation and Infrastructure

LEED/IGBC-certified green buildings, climate-resilient infrastructure, and community programmes aligned with local needs.

✓ Impact

The Passenger Terminal Building at RGIA is certified USGBC LEED Platinum (New Construction and major renovations category).

SDG 11: Sustainable Cities and Communities

Clean transport with EV coaches, buses, and solar-powered GSE, Integrated Waste Management Facilities, Continuous Ambient Air Quality Monitoring Stations (CAAQMS) and rainwater harvesting structures at RGIA.

✓ Impact

Introduction of EVs avoided 297.62 tCO₂e of GHG emissions, CAAQMS monitors and assures good AQI, rainwater harvesting structure captures 10.35 lakh m₃ runoff

SDG 13: Climate Action

Targeting Net Zero Carbon by 2050 through 100% renewable electricity, ground vehicle electrification and promotion of Sustainable Aviation Fuels (SAF).

✓ Impact

92% reduction in Scope 1 & 2 GHG emissions resulting in ACI-ACA Level 5 accreditation. 53,509 tCO₂e emissions avoided by use of renewable electricity.

SDG 17: Partnerships for the Goals

GMR Airports partners with government, NGOs, and industry to advance climate action, social impact, and sustainable operations.

✓ Impact

Along with multiple industry partners, over 80% of 90,000 youth trained through skill development training.

SDG 10: Reduced Inequalities

Promoting equal opportunities for all community members, regardless of age, gender, disability, race, ethnicity, religion, or social status.

✓ Impact

Most beneficiaries are from underprivileged groups, with local employment helping reduce socio-economic disparities.

SDG 12: Responsible Consumption and Production

Waste is segregated at source, with recycling, composting, material recovery operational at Hyderabad Airport.

✓ Impact

Hyderabad ISWM expansion to handle material recovery and composting with 14 TPD capacity.

SDG 15: Life on Land

Conservation of biodiversity through greenbelt development and use of native species for landscaping.

✓ Impact

Airports maintain green cover as natural carbon sinks with biodiversity integrated into design and operations. The greenbelt absorbs ~ 700 tCO₂e GHG emissions annually.





Stakeholder Engagement and Materiality Assessment

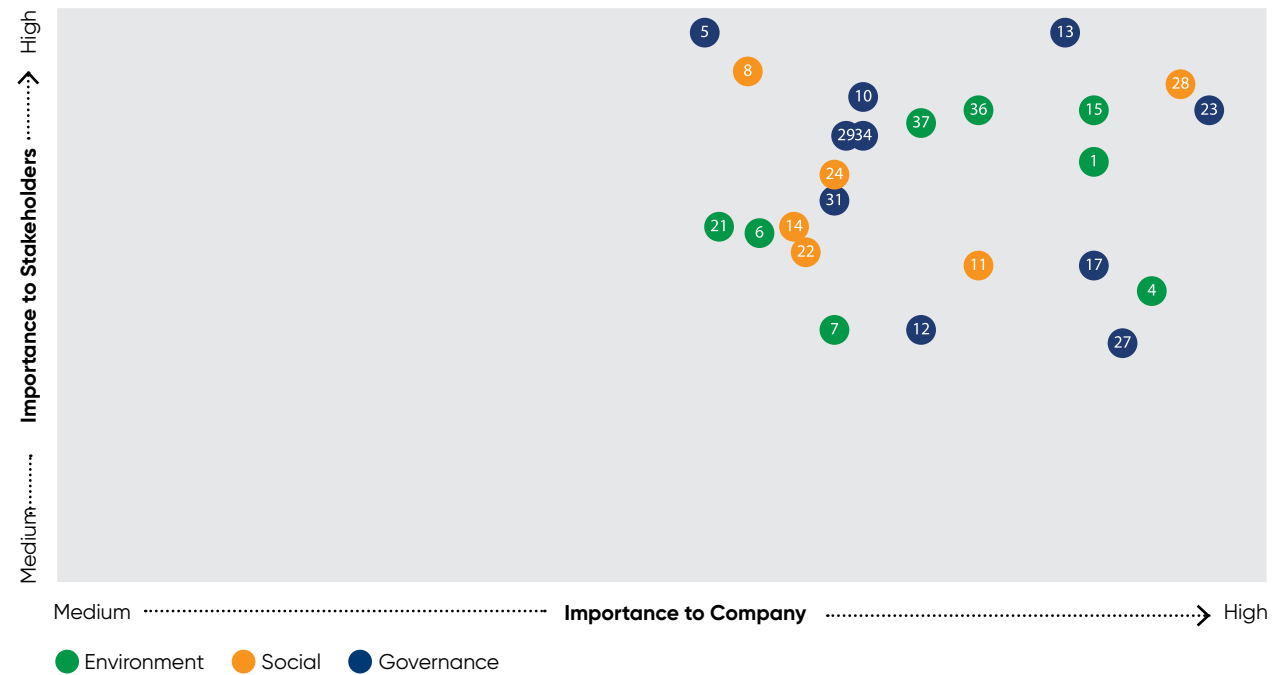
The sustainability strategy at RGIA is driven by measurable objectives that influence business performance, stakeholders, and the ability to create long-term economic, environmental, and social value. Stakeholders play an active role in shaping priorities through ongoing engagement. A comprehensive materiality assessment was conducted in reference with the Global Reporting Initiative (GRI) Standards. A master

list of 37 topics was drawn from earlier reports, internal policies, management insights, media analysis, industry trends, and the GRI framework, and grouped under environment, social, and governance.

The airport conducted surveys with internal and external stakeholders, who rated each issue on a scale of 1 (least important) to 5 (most important).

Based on the results, a materiality matrix was created, in which 24 out of 37 topics were prioritized, providing a clear view of the ESG topics most relevant to stakeholders and business strategy. These insights highlight RGIA's economic, social, and environmental impacts across the value chain, while also pointing to potential risks and opportunities that could shape future performance.

Materiality Matrix



Environment 	Social 	Governance 
- Air Quality 1 - Biodiversity and Land Use 4 - Clean Transportation 6 - Climate Change Management 7 - Energy Management 15 - Noise Management 21 - Circular Economy & Sustainable Waste Management 36 - Water Stewardship 37	- Community relations and services 8 - Diversity, Equality and Inclusion 11 - Employee Development and Engagement 14 - Occupational Health and Safety 22 - Passenger Experience 24 - Security and Control 28	- Business Ethics 5 - Data privacy and Cyber security 10 - Economic Performance and Growth 12 - Business Continuity and Emergency preparedness 13 - ESG Governance 17 - Operational Excellence 23 - Risk Management 27 - Service Quality 29 - Sustainable Supply Chain Management 31 - Technology and Innovation 34

Decarbonisation and Climate Strategy

We recognise that aviation plays a significant role in the global climate challenge. Decarbonisation is therefore a central priority within our sustainability strategy.

The airport has set measurable goals to reduce emissions and transition towards a Net Zero future, in line with international frameworks such as ICAO- LTAG Net Zero 2050, IATA- Fly Net Zero, UNSDG, ACI-ACA and India's national climate commitments.

GHIAL has developed a Net Zero Trajectory plan for RGIA considering 2010 as the baseline year in line with IPCC 1.5 degree centigrade pathway, as mentioned in the ACI's Airport Carbon Accreditation Manual Issue 14, December 2023. RGIA achieved the Net Zero Target for Scope 1 & 2 in 2024, way ahead of the 2035 target year.

GHIAL also crafted the scope 3 Net Zero Carbon pathway by 2050. CY 2024 is taken as the baseline for Scope 3 GHG emission as all the applicable categories of Scope 3 emissions are being considered from 2024 onwards.

The oversight of our decarbonisation efforts lies with the Board and the Senior Management, ensuring that carbon reduction remains integrated into decision-making at the highest level.



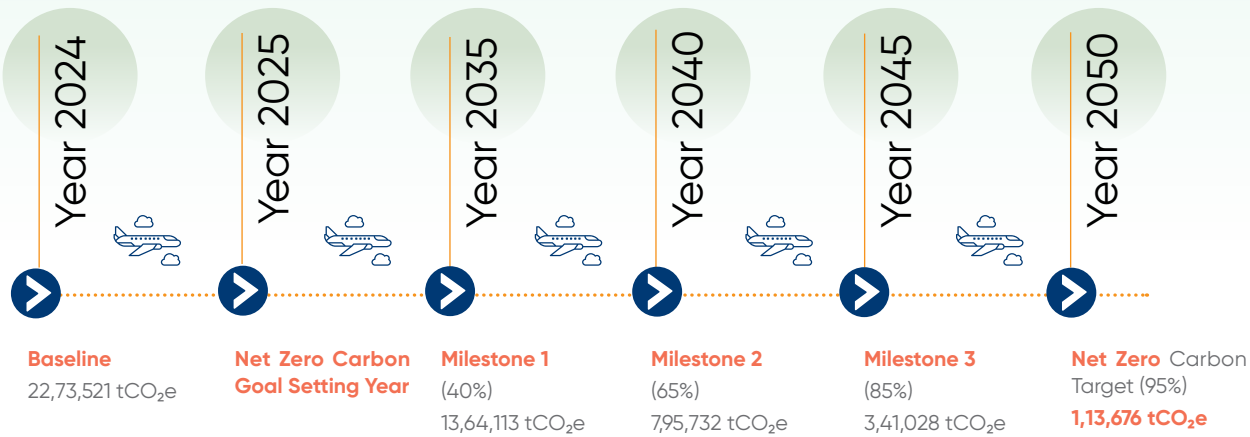
GHIAL's Net Zero Carbon (Scope 1 & 2) Trajectory

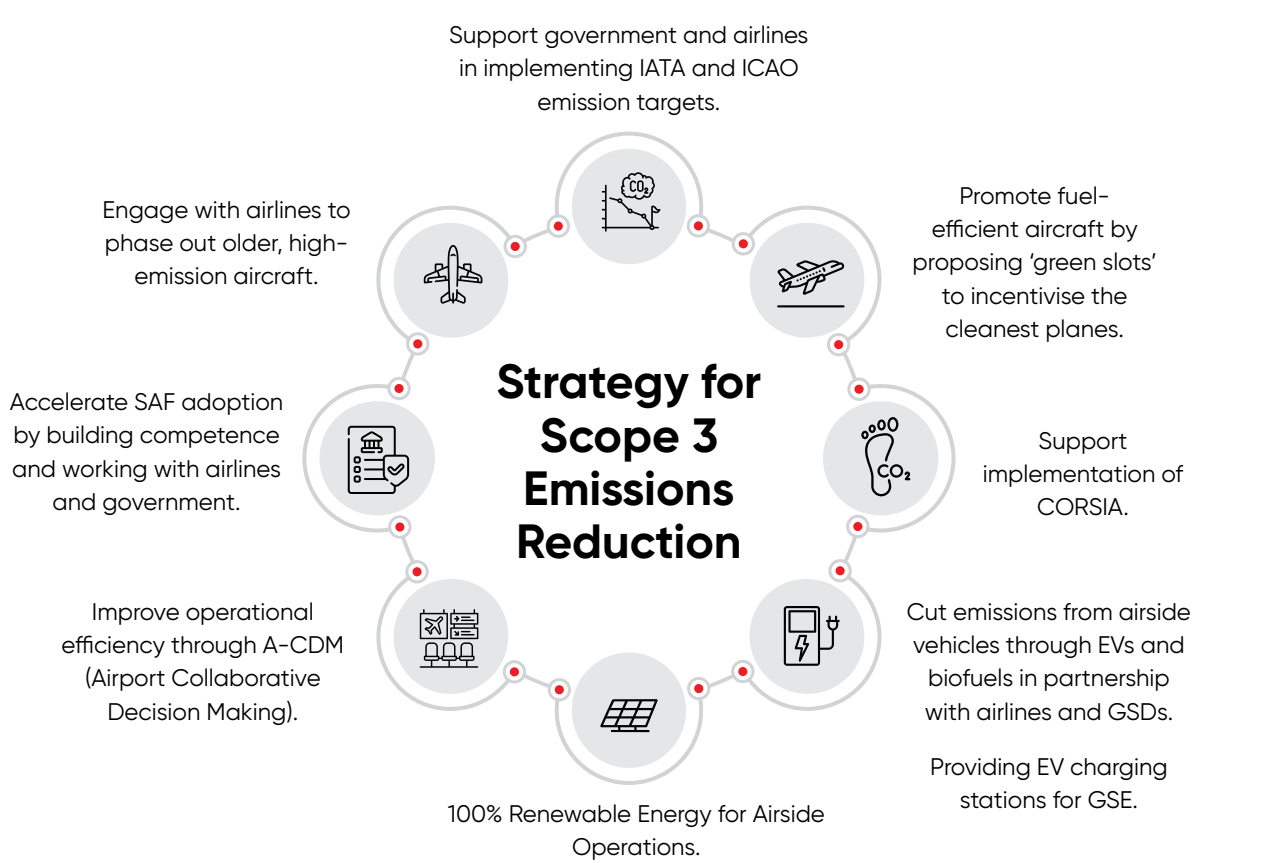


*As per ACI - ACA guidance manual Issue 14, December 2023, reducing > 90% of baseline emissions is considered as achieving Net Zero Carbon Goal. However, this reduction trend needs to be maintained.

*Achieved NZC for Scope 1 & 2.

GHIAL's Net Zero Carbon (Scope 3) Trajectory

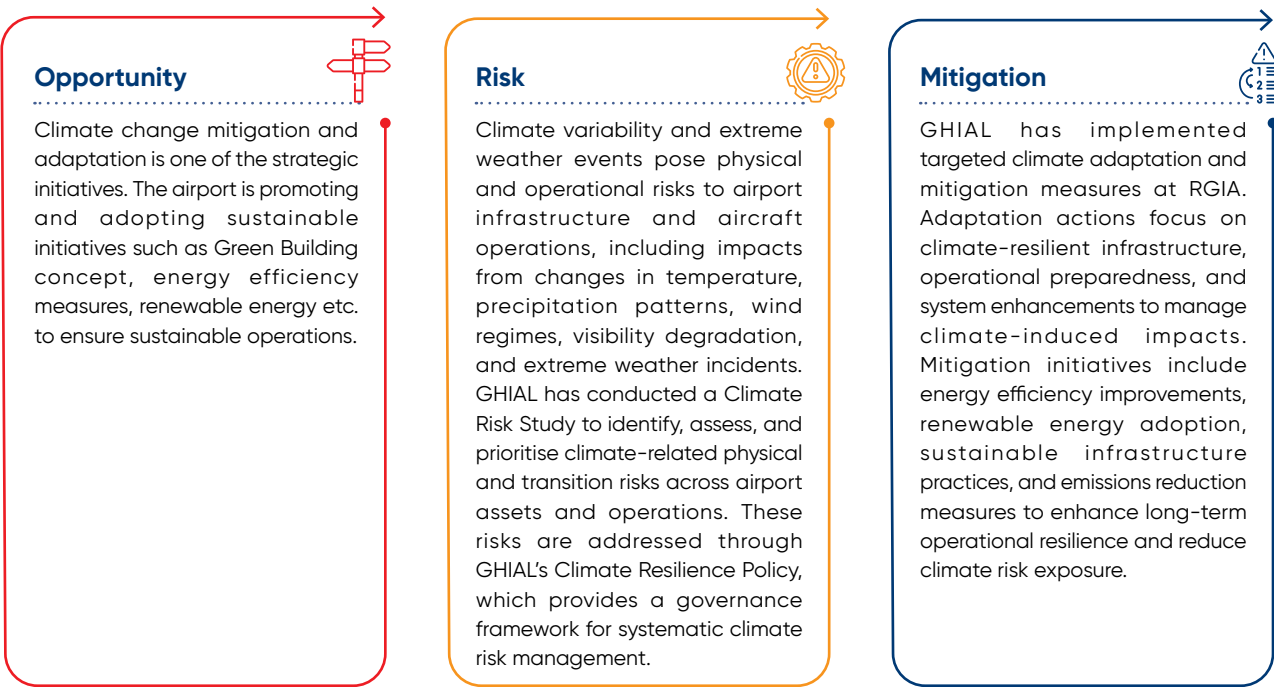




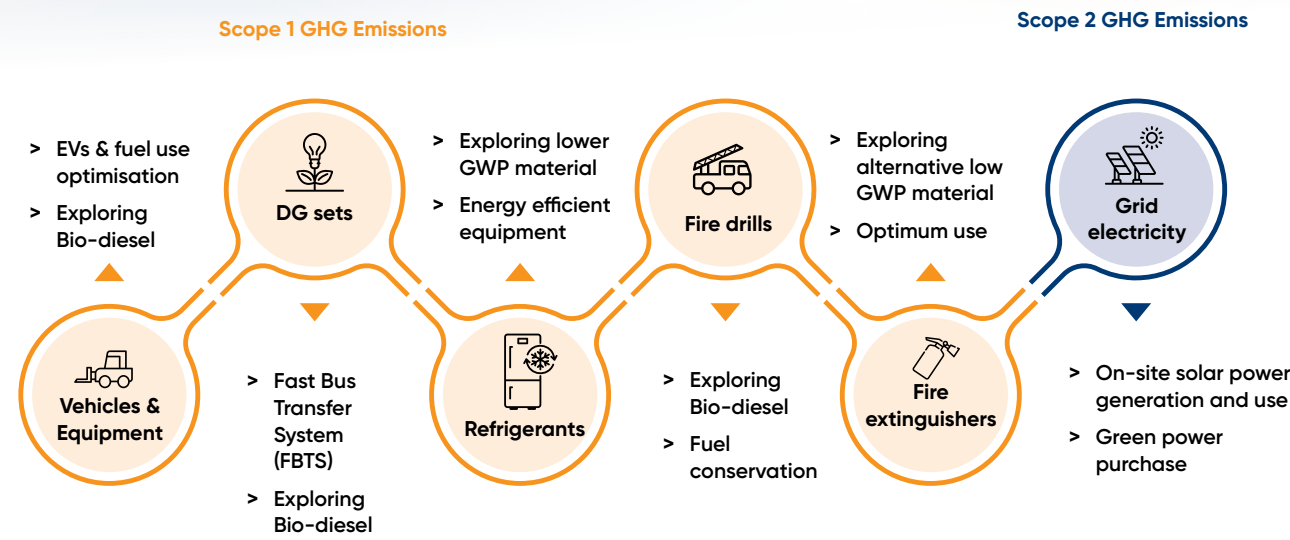
Climate Risks and Opportunities

Climate change presents both challenges and opportunities for the aviation sector. We recognise its significance and proactively embed climate change impacts into our operations and planning. The following outlines our approach to climate-related risks, mitigation strategies, and emerging opportunities.

GHIAL has framed a Climate Resilience Policy to address Climate Risks and Opportunities.



Our Strategy for reducing Scope 1 & 2 Emissions



Environmental Stewardship

Environmental sustainability forms an integral part of RGIA's operations. We have undertaken a series of targeted initiatives in line with Environmental & Sustainability Policy that combine clean energy, operational efficiency, and innovation.

The airport is advancing with improved environmental performance by practicing various initiatives: energy conservation, GHG emissions management, water stewardship programmes that include large-scale rainwater harvesting, treatment, and reuse, enabling efficient consumption across airport facilities. An integrated waste management system is in place, supported by circular use of organic and construction waste, air quality management, biodiversity conservation, noise management, and clean transport initiatives further reinforce our commitment to responsible operations.

These actions are reshaping the future of aviation as we progress towards achieving our Net Zero goals.

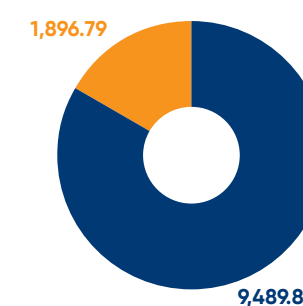


Energy Management

100% Renewable Electricity (RE) Powered Airport

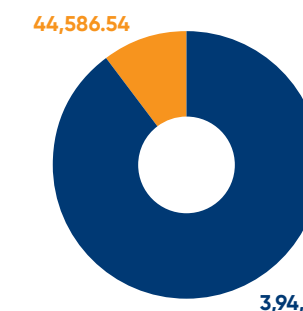
In line with the Energy Policy, RGIA has adopted energy efficiency and conservation practices by transitioning to 100% renewable energy across all its operations. The airport is certified with ISO 50001-Energy Management System.

Direct Energy Consumption at RGIA (in GJ) for FY 2024-25



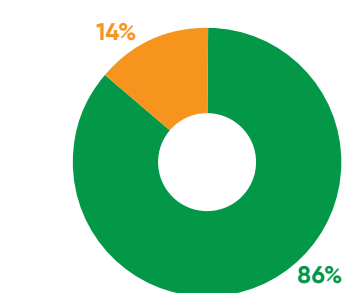
■ Diesel
■ Petrol

Indirect Energy Consumption at RGIA (in GJ) for FY 2024-25



■ Total Renewable Energy consumed from Grid
■ Total Renewable Energy consumed from On-site 10 MWp Solar Power plant

Source-wise Electricity Consumption (in %) for FY 2024-25



■ Net consumption of Green Power purchased from grid
■ On-site Solar Power Generation



Emission Management

Reducing greenhouse gas emissions is a central focus of RGIA's sustainability journey. The airport's approach to reducing emissions is guided by its Environmental and Sustainability Policy and is aligned with the International Civil Aviation Organisation (ICAO) Long Term Aspirational Goal (LTAG Net Zero 2050) and IATA Fly Net Zero by 2050.

RGIA has been working with key stakeholders to incorporate carbon management into its operations and infrastructure. Working closely with its stakeholders, GHIAL has initiated a long-term strategy to become a Net Zero Carbon airport. This journey has been supported by the adoption of the Airport Carbon Accreditation (ACA) programme of Airports Council International.

The airport is also focusing on operational efficiency to reduce emissions. The adoption of Airport Collaborative Decision Making (A-CDM) within the Airport Predictive Operations Centre (APOC) has strengthened coordination among airlines, air traffic control, and ground handlers. By minimising taxi times, reducing delays, and avoiding unnecessary engine idling, A-CDM lowers fuel consumption and contributes directly to Scope 3 emission reductions.

RGIA's carbon management aligns with the United Nations Sustainable Development Goal 13: To take urgent action to mitigate the impact of Climate Change.



Key Highlights of GHG Emissions CY 2024:

- » Net Zero target of 2035 (for Scope 1 & 2) emissions achieved in 2024
- » One of the 4 airports* in the Asia Pacific and Middle East Region to achieve Airport Carbon Accreditation (ACI-ACA) Level 5, the highest recognition under the global programme
- » 100% RE airport. Green power procurement – 86%, On-site Solar Power generation – 14%
- » 53,509 tCO₂e emissions avoided by Green Energy Procurement and On-site Solar Power (10 MWp) generation
- » 5 MW EV charging station built at airside
- » Extensive green cover around RGIA serving as a natural carbon sink sequestering ~ 700 tCO₂e carbon annually

*Till March 2025

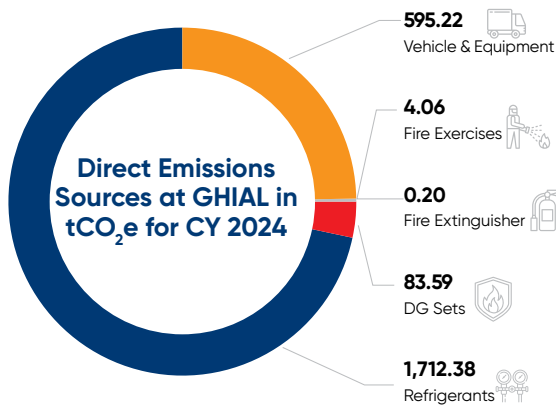
GHG Emissions – CY 2024

GRI Indicators	Emissions in tCO ₂ e
305-1: Direct (Scope 1) GHG emissions	2,395 (including refrigerants)
305-2: Energy indirect (Scope 2) GHG emissions	0
305-3: Other indirect (Scope 3) GHG emissions	2,273,521
305-4: GHG emissions intensity (per Pax)	0.086
305-5: Reduction of GHG emissions	~ 92 % reduction (for Scope 1 and 2 GHG (emissions) from 2010 baseline year emissions)
305-6: Emissions of ozone-depleting substances (ODS)	1,712.38 (Refrigerants)

For CY 2024, 2,397 carbon removal credits have been procured to offset residual carbon emissions (Scope 1 & 2 emissions). The detail of the project is available at <https://registry.terra.org/app/projectDetail/VCS/1896>

Direct GHG Emissions (Scope 1)

The GHG emissions from airport owned or operated assets such as vehicles, machinery, equipment, or processes are included in "direct GHG emissions", referred to as Scope 1 GHG emissions.



Indirect GHG Emissions (Scope 2)

Indirect GHG emissions, referred to as Scope 2 GHG emissions arise from the purchase of energy for airport operations. Since June 2023, RGIA has sourced market-based renewable energy from TGSPDCL. As this green power carries a zero-carbon emission factor, the airport now records zero Scope 2 emissions. In calendar year 2024, RGIA avoided 53,509 tCO₂e emissions due to its renewable energy initiatives.

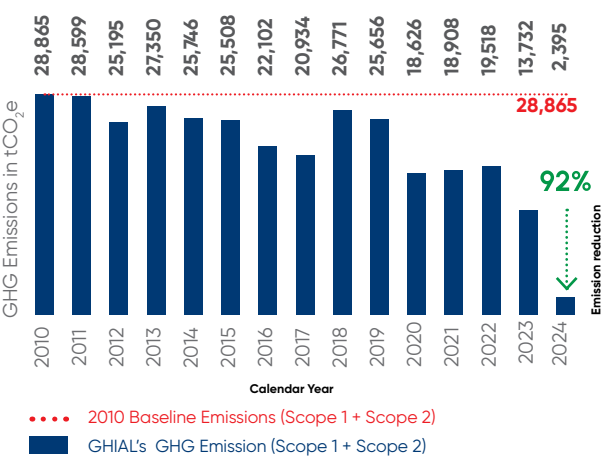
Other Indirect GHG Emissions (Scope 3)

Other indirect GHG emissions come from supply chain, aircraft LTO, Cruise emissions, ground support equipment, non-road machinery and equipment, passenger travel, third party/contractors' energy consumption, business travel, employee commute, and use of consumables by the facilities. Since GHIAL has no operational control over such sources, it has no right to set procedures, systems, and operational policies at operational level.

Scope-wise GHG emission (in tCO₂e) at RIGA for CY 24

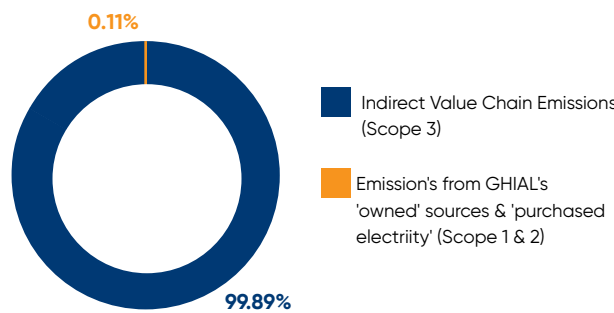


GHG Emissions Performance (Scope 1 & 2)

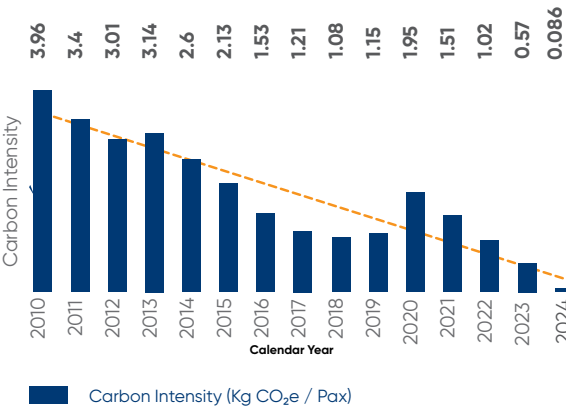


RGIA has considerably reduced its Carbon Intensity compared to the 2010 baseline year.

Percentage Contribution of GHIAL-Owned Sources & Purchased Electricity vs Indirect Value Chain Emissions at RGIA



Carbon Intensity (Kg CO₂e / Pax)



Sustainable Mobility and Clean Transport

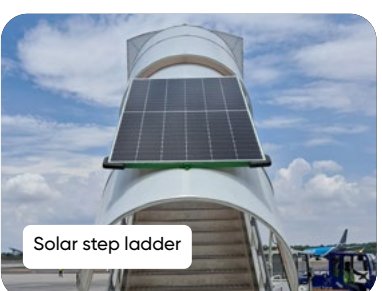
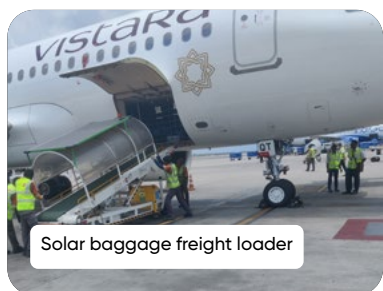
The airport is advancing clean transport by shifting from fossil fuel vehicles to electric mobility with dedicated charging infrastructure. These initiatives cut fuel use and emissions while encouraging passengers and stakeholders to adopt greener travel choices. Our initiatives include:

- EV Transition and Charging Infrastructure
- EV shuttle and bus services to city for passengers
- EV Departmental Conveyance
- Bio-diesel stations and CNG refilling stations
- Bridge Mounted Equipment
- Solar-Powered Ground Support Equipment



Solar-Powered GSE

Some of the green ground handling equipment operating at RGIA are:

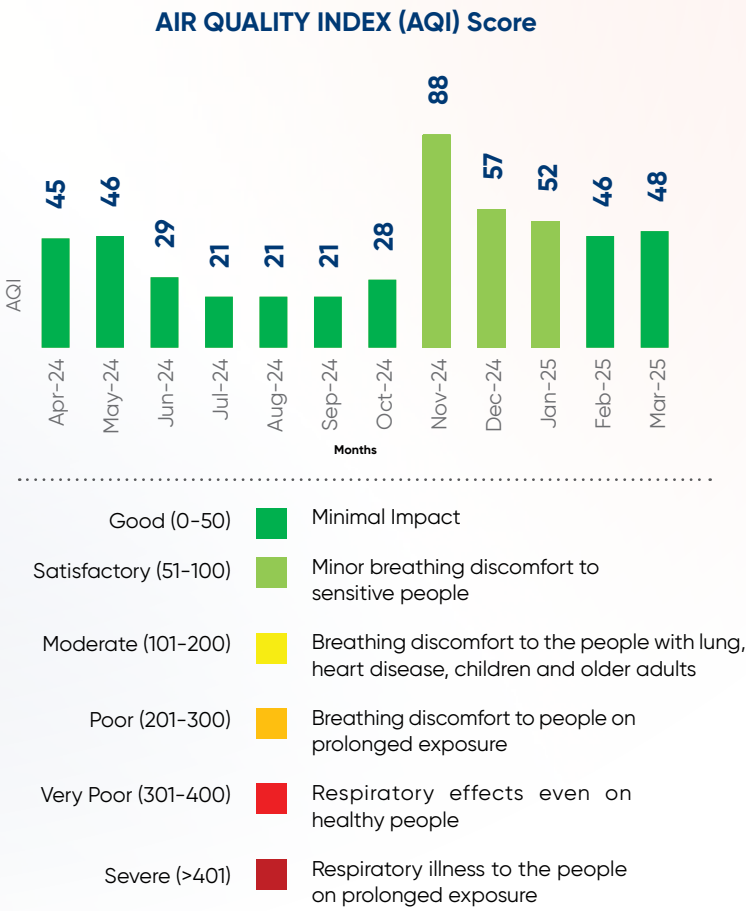


Air Pollution

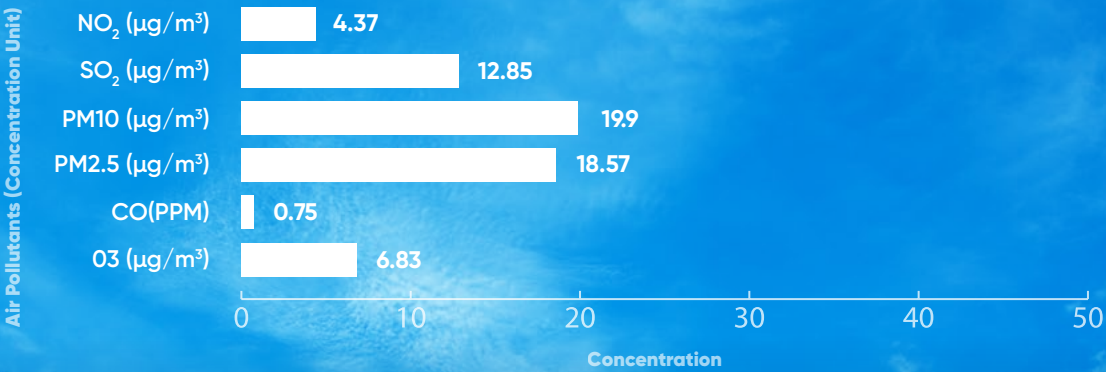
RGIA places strong emphasis on air quality and operates two Continuous Ambient Air Quality Monitoring Stations (CAAQMS) at the Airside and Landside, along with monthly monitoring by a NABL-accredited agency that tracks PM2.5, PM10, NOx, SO₂, CO, and O₃.

Major emission sources include aircraft operations, ground support equipment, vehicular traffic, and construction activity. To address these, RGIA has deployed electric vehicles, developed green buffer zones, and ensured full compliance with environmental standards and certifications.

In FY 2024-25, the airport demonstrated strong performance with an average Air Quality Index (AQI) of 41.8 (Good) and all air quality parameters were well within the prescribed limits by Central Pollution Control Board (CPCB).



Ambient Air Annual Average Trend for FY 2024-25



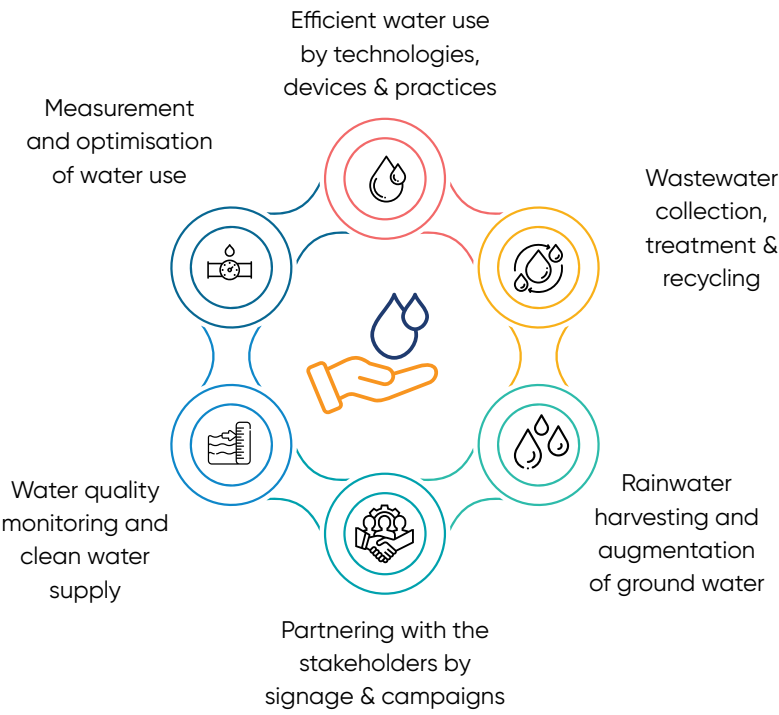
Water Stewardship

Water is a critical resource for the smooth functioning of the airport. Recognising the limited availability of water and its importance to communities and ecosystems, the airport has adopted a structured approach to conservation, efficiency, and responsible management.

The airport has deployed 'Environmental and Sustainability Policy' to conserve water through a 4R's Strategy. GHIAL has implemented several industry best practices for efficient use of water along with the airport community.

RGIA is self-sufficient in water resource management and continues to advance its water stewardship initiatives, aligned with UN SDG 6: Clean Water and Sanitation for All.

As per Dynamic Ground Water Resources of Telangana State 2024 published by Central Ground Water Board, Shamshabad village (Rangareddy district) is in safe region in terms of ground water resources availability, utilisation and stage of extraction.



RGIA 4R's Strategy

Reduce

- » Dual plumbing in all buildings, including the passenger terminal
- » Smart tech for water optimisation and control
- » SCADA flow meters for real-time monitoring
- » Automated irrigation across 278 hectares
- » Sensor taps + aerators in terminals and offices
- » IoT smart meters piloted for instant usage tracking

Reuse

- » Recovery of Air Handling Unit (AHU) condensate
- » Efficient chiller plants to optimise water use
- » Treated sewage water is used for flushing, cooling tower makeup and landscaping

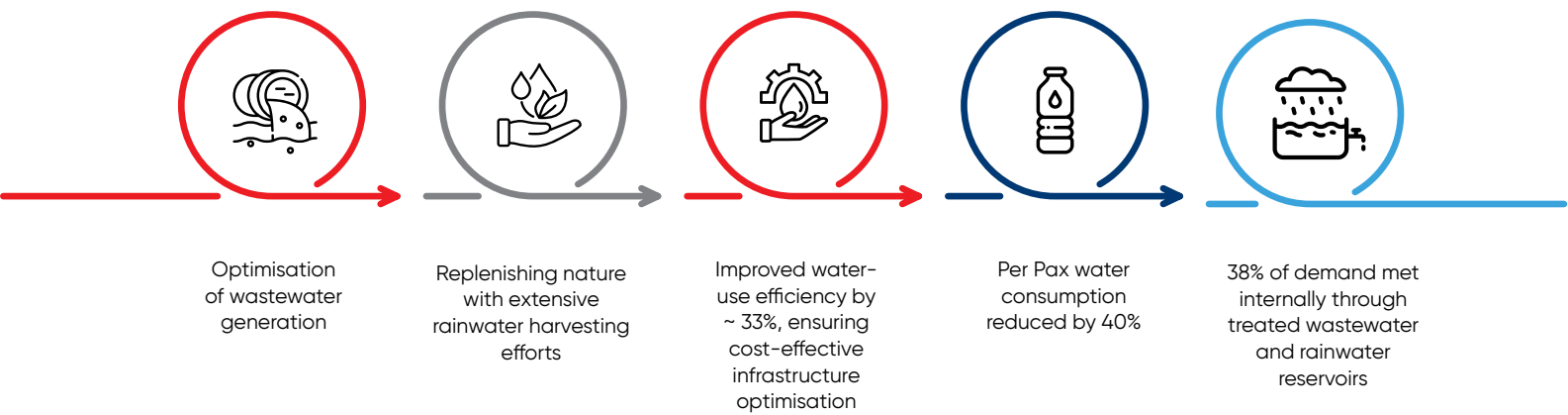
Recycle

- » Multi-stage Sewage Treatment Plants (STP) for flushing, cooling towers makeup and irrigation
- » Zero Liquid Discharge (ZLD) achieved with advanced treatment infrastructure

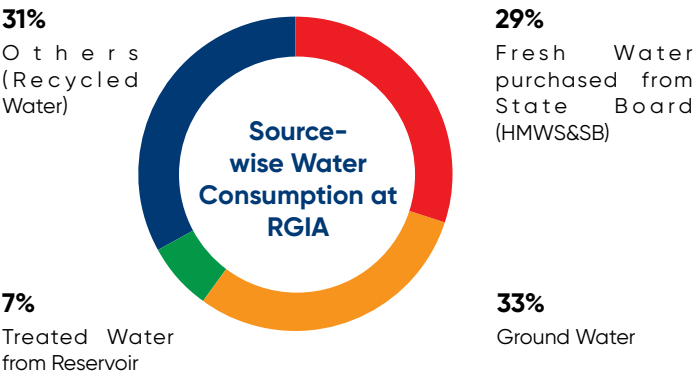
Replenish

- » Rainwater harvesting structure capture runoff from rooftops and paved areas
- » Reservoirs for rainwater conservation
- » 1000 KLD water treatment facility supplies 10% of total water demand

Impact of GHIAL's 4R's Water Strategy



Approximately **38% of total water** demand is being met from internal sources (fresh and recycled)



Source-wise Water Consumption

Parameter	FY 2024-25
(i) Treated Water from Reservoir	1,00,843
(ii) Ground Water	4,80,696
(iii) Fresh Water purchased from State Board (HMWS&SB)	4,26,292
(iv) Seawater / desalinated water	NA
(v) Others (Recycled Water)	4,47,468
Total volume of water consumption (in Kilolitres)	14,55,299



Waste Management
and Circular
Economy

RGIA views waste management as a core element of environmental stewardship. A structured system, guided by the Environmental & Sustainability Policy, ensures compliant collection, segregation, storage, handling, and disposal of waste.

The 3R's principle: reduce, reuse, recycle is applied to minimise generation, promote reuse and recycling with certified partners, and ensure safe disposal of residuals.

These measures conserve resources, prevents landfilling, and advance circularity by returning materials to use instead of relying on virgin resources.

Waste Streams (306-1): Organic, recyclable dry, hazardous, e-waste, and C&D debris. Key impacts: landfill pressure, pests, and fire risks—mitigated through segregation, recycling, and circular practices.

Managing Impacts (306-2): Automated composting, leachate treatment, odour control, and recycler partnerships; compost used for greenbelt development.

Waste Generated (306-3): ~14 TPD organic waste processed; 12,000+ tons C&D waste cleared in FY 2024-25; surveys guide infrastructure scaling.

Waste Diverted (306-4): 5,000+ tons/year organic waste composted; C&D debris reused as aggregate and sand, reducing procurement and landfill use.

Waste to Disposal (306-5): Significant reduction in landfill waste through segregation, recycling, and safe disposal; minimal residues managed with upstream controls.

Integrated Waste Management

The airport commissioned one of India's most advanced Integrated Waste Management Facility (IWMF) in FY 2024-25 to process food waste into manure, which is used for airport landscape. The IWMF aligns with global ESG priorities and GRI 306 standards, creating a replicable model for large infrastructure operations.

Key Highlights

- Phase I of IWMF is operational with 14 TPD capacity, converting organic waste into compost within 24 hours for airport use.
- Facility integrates composting, leachate treatment, odour control, and greenbelt development.

Impact

- 80-90% reduction in wet waste volume, cutting landfill burden and transport costs.
- 5,000+ tons organic waste sustainably managed annually.
- Improved hygiene, pest control, and working conditions across airport zones.



Construction and Demolition (C&D) Waste

With ongoing infrastructure upgrades, RGIA has introduced a policy-driven C&D Waste Management Programme, aligned with sustainable urban development and C&D Waste Management Rules 2016.

Strategic Measures

- Mandatory C&D Waste Annexure and Declaration Forms.
- Integration of compliance into purchase orders and contracts.
- 12,000 tons of debris cleared and routed to GHMC-authorized recyclers; recycled material reused in RGIA projects, creating a closed-loop model.
- Buy-back mechanism for recycled products certified by Bureau Veritas and NABL labs.

Compliance and Monitoring

- Contractors must submit weighment slips and declarations for billing.
- Routine audits and penalties (including fines and termination) ensure high compliance.

Waste Generated



Type of Waste (in Metric Tons)	FY 2024-25
Food and Garbage Waste	5417.18
Paper/Carton Box Waste	348.65
Plastic Waste	151.51
Iron/Metal Waste	59.98
Glass Waste	129.23
Biomedical Waste	2.34
Waste from Cargo Terminal	95.93
Ground Handling Waste (used oil/used ATF)	8.18
E-Waste	11.77



Sustainable waste management

Coloured bins for waste segregation

Integrated Waste Management Facility

Initiatives include

Promoting compostable/ Biodegradable plastics and Eco-friendly alternatives to SUPs

STP sludge used as manure for landscaping

Waste recycling through authorised recyclers

Biodiversity

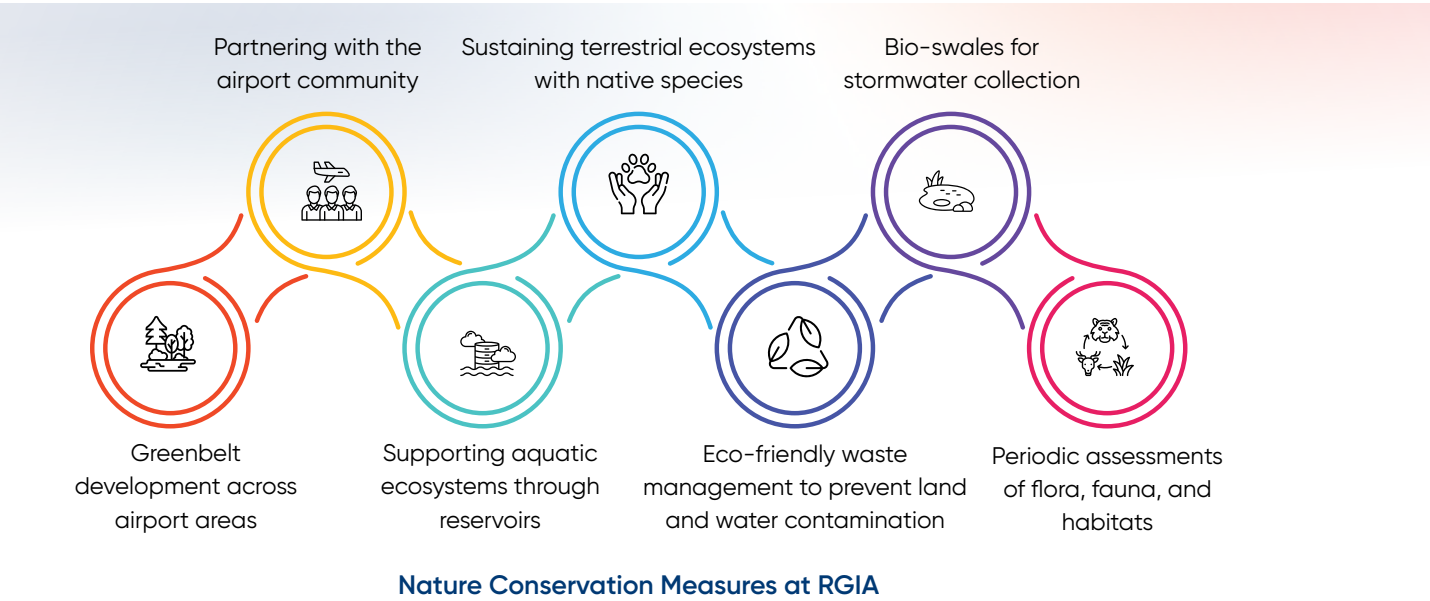
RGIA is strategically located along the Central Asian Flyway, a critical migratory route that supports diverse ecosystems. This unique positioning requires a balanced strategy—protecting habitats while implementing robust wildlife hazard mitigation measures to safeguard flight operations.

Biodiversity conservation is embedded into RGIA's growth strategy, ensuring development goes hand in hand with ecosystem protection. GHIAL integrates biodiversity management into its operations through habitat conservation, wildlife hazard mitigation, and community engagement, aligned with global sustainability principles supporting diverse ecosystems while ensuring aviation safety.

Our approach to Sustainability have helped minimize disturbance, restore habitats, and safeguard sensitive zones. Large-scale plantations and green belts maintained with treated wastewater and efficient irrigation act as carbon sinks, while air-purifying plants inside terminals improve indoor air quality. These initiatives align with UN SDG 15: Life on Land, reflecting responsible airport development.



The landscape acts as a carbon sink sequestering approx 700 tons of CO₂



Biodiversity Profile

- » **Avian Diversity:** 134 bird species including 103 resident species.
- » **Mammals:** 17 mammal species documented within and around the airport landscape.
- » **Migratory Significance:** Seasonal influx of species such as harriers, pintails, and waders underscores RGIA's ecological importance.

Avian Species Observed around RGIA

- » **Green Sandpiper** (*Tringa ochropus*) – IUCN: Least Concern; WPA: Schedule 2
- » **Northern Shoveler** (*Spatula clypeata*) – IUCN: Least Concern; WPA: Schedule 2
- » **Greater Spotted Eagle** (*Clanga clanga*) – IUCN: Vulnerable; WPA: Schedule 1
- » **Red-Necked Falcon** (*Falco chicquera*) – IUCN: Near Threatened; WPA: Schedule 1

Keystone Plant Species

- » Roxburgh Fig / Elephant Ear Fig (*Ficus auriculata*), Indian Bat Tree / Pimpri (*Ficus amplissima*), Banyan Tree (*Ficus benghalensis*), Peepal Tree (*Ficus religiosa*)

Key Actions for Biodiversity Management

- » **Habitat Management:** Native plantations, bio-swales for stormwater, and reservoir slope modifications to deter hazardous congregations.
- » **Wildlife Hazard Mitigation:** Grass height optimization, termite mound removal, acoustic deterrents, and off-airport waste control under Aircraft Rule 91.
- » **Monitoring & Research:** Species inventories, seasonal trend analysis, and risk-based mitigation strategies.
- » **Community Engagement:** Awareness campaigns and stakeholder collaboration to reduce bird attracted.

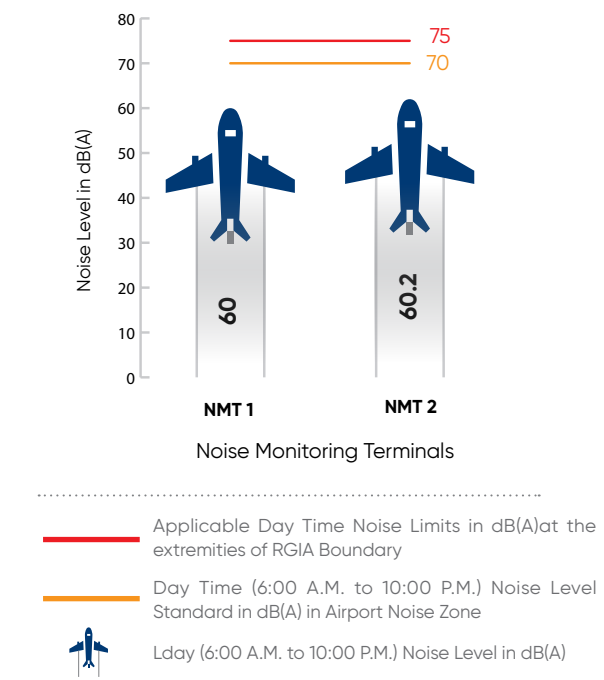
Noise Management

The airport addresses noise as a key environmental and community concern through a structured framework developed with airline operators and Air Traffic Service providers.

Measures such as Single Engine Taxiing and use of Bridge Mounted Equipment with FEGPU and PCA help lower both noise and fuel consumption around the airport.



Day Time (6:00 A.M. to 10:00 P.M.)
Noise Level in dB(A) at NMT-1 and NMT-2

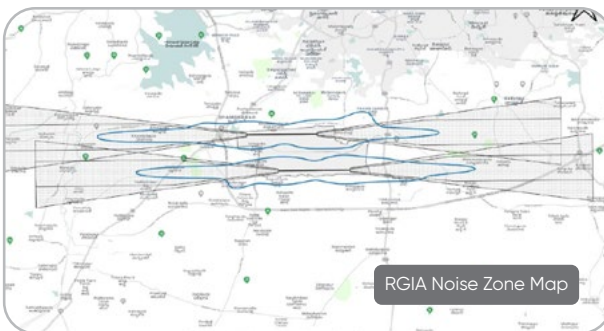


Noise Monitoring Systems

Noise monitoring terminals (NMTs) operational at both runway ends track sound levels continuously, providing data to manage and control noise within permissible limits.

Noise Zone Mapping

Comprehensive noise mapping has been conducted to identify and manage sensitive areas, with approval from the DGCA, reinforcing RGIA's proactive noise management approach.



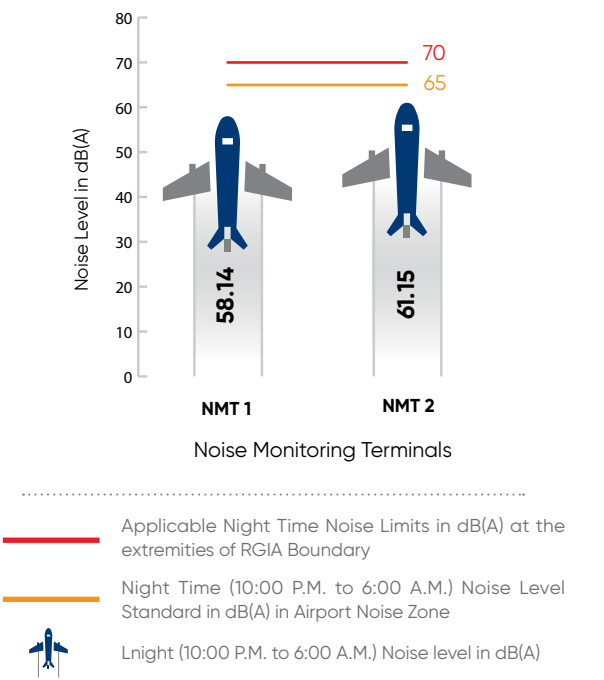
Noise Abatement Procedures

RGIA complies with regulatory guidelines through optimised flight paths to minimise disturbance to nearby residents.

Stakeholder Engagement

The airport works with airlines and ground handling partners to adopt quieter aircraft technologies, noise abatement procedures and operational best practices such as electrical and solar GSE, aircraft engine ground run-ups at designated areas, noise-reducing take-offs and landings, use of BME with FEGPU and PCA to avoid APU operation, single-engine taxiing, and noise barriers.

Night Time (10:00 P.M. to 6:00 A.M.)
Noise Level at NMT-1 and NMT-2



Social Impact

The airport places employees and communities at the centre of its social sustainability agenda, with safety as a fundamental commitment. RGIA promotes diversity and inclusion, ensures fair and transparent employment practices, and provides safe and healthy workplaces for all employees. Engagement initiatives, learning and development programmes, and strong performance management systems nurture talent, encourage career growth, and strengthen retention.

Beyond the workplace, the airport actively contributes to community development and upholds the highest standards of human rights. These efforts build trust with stakeholders and reinforce its role as a responsible and caring corporate citizen.



Employment and Workforce Practices

We recognise that people are at the heart of our success, driving our growth. RGIA is focused on creating a workplace where every individual feels included, valued, and able to contribute meaningfully. Diversity is encouraged across gender, age, and background, as varied perspectives are seen as drivers of innovation and progress.

Employment practices are anchored in fairness and equality. Compensation is determined solely by skills, capabilities, and responsibilities across roles. The airport provides opportunities for individuals with special needs, recognising their unique talents and enabling them to contribute with dignity and purpose.

These practices are supported by a well-defined performance management, learning and development programmes, and policies that uphold human rights and safeguard against discrimination or harassment.

GHIAL has a workforce of 1005 employees, with **83%** males and **17%** females.



Total number of employees (till Mar '25)

Total Employees	Gender	<30 years	30-50 years	>50 years
No. of on-roll Employees	Male	276	441	102
	Female	89	70	9
No. of contractual employees	Male	0	9	2
	Female	0	7	0

New hires for FY 24-25

Total Employees	Gender	<30 years	30-50 years	>50 years
Newly hired on-roll employees	Male	101	27	3
	Female	26	13	0
No. of contractual employees	Male	0	0	0
	Female	0	0	0

Employee Turnover for FY 24-25

Total Employees	Gender	<30 years	30-50 years	>50 years
No. of on-roll employee turnover	Male	33	45	14
	Female	12	9	0
No. of contractual employees	Male	2	5	0
	Female	0	0	0

Employee Benefits

RGIA supports employee well-being through flexible leave options including parental leave, social volunteering, alongside comprehensive health, life, and accident insurance, retirement provisions, disability coverage, and stock ownership. The airport provides an on-site creche facility to help employees balance their professional and personal responsibilities.

The airport also emphasises on employee retention. In FY 2024-25, attrition remained low at 11.23% for males and 12.5% for females, reflecting a stable and supportive workplace.

Occupational Health
and Safety

Safety is central to airport operations, and GHIAL prioritises the well-being of its workforce and stakeholders. Certified under ISO 45001, RGIA upholds strict HSE programmes covering risk assessments, compliance monitoring, incident reporting, and regular employee training to safeguard lives and ensure operational integrity.

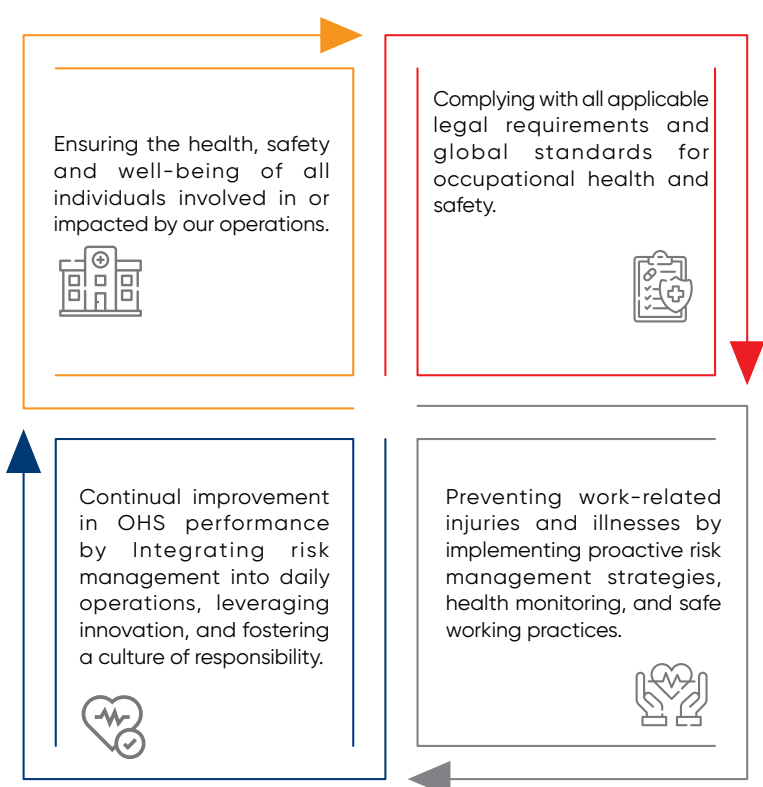
Our assets have OHS and Safety policies embedded in the broader organisational vision, outlines our commitment to:

RGIA's Safety Policy, dated 26 March 2024, integrates DGCA Civil Aviation Requirements and ISO 45001, ensuring a unified, organisation-wide approach. Signed by the Accountable Executive and regularly updated, it reflects regulatory changes, best practices, and stakeholder expectations.

Safety is embedded in daily operations through a comprehensive Safety Management System covering twelve elements, supported by induction training, refresher sessions, campaigns, and recognition programmes. The ISO 22301:2019-certified Business Continuity Plan strengthens resilience and preparedness for disruptions.

Workplace safety is reinforced by HIRA, JSA, inspections, audits, and a strong hazard and near-miss reporting system.

In FY 2024-25, total 24 audits were conducted across landside, terminal, and airside operations, improving responsiveness and reducing incidents. Monthly safety committee meetings and open channels of communication further build accountability.



To advance behavioural safety, RGIA partnered with DSS+ (DuPont Sustainable Solutions), introducing perception surveys, leadership interviews, and focus groups. This led to an apex safety committee supported by sub-committees and implementation teams, the development of standards for high-risk activities, targeted training, and a structured contractor safety framework.

Improvement through DSS+ Engagement (Phase 1):

Since June 2023, GHIAL's DSS+ Safety Transformation Journey has driven a shift from reactive compliance to an interdependent safety culture. A comprehensive assessment across airside, terminal, landside, cargo, MRO, and contractor operations involved 1,246 respondents, 35+ leadership interviews, and 70+ hours of field observation. Key outcomes include pre-qualification of 48 high-risk contractors, 900+ safety

interactions preventing potential fatalities, leadership safety walkthroughs, and internal auditor development. High-risk activities such as work at height, electrical safety, and confined space entry were prioritised. Implementation of AEROSHIELD and a centralised safety dashboard enhanced visibility and accountability, laying the foundation for Phase-2 maturity. culture of proactive risk management across operations.



Safety Trainings/Awareness programmes imparted to third-party workers for FY 2024-25

Training Programme	No. of Participants
Helmet and Seatbelt	4,851
Safe driving	2,530
Escalator and Travellator Safety	285
Road Safety	307
Working at Height	420
PPE display	110
Human Errors	221
CPR and First Aid	105
General Safety Induction	1,339
Total	10,168



Digitisation of Safety Management System – Aero Shield

As part of proactive safety management, RGIA has deployed Aero Shield, a customised digital Safety Management System on the Aero simple platform. The system centralises permit-to-work, hazard reporting, audits, inspections, investigations, and corrective action tracking, replacing paper-based processes with real-time, cloud-based access for greater traceability and accountability.

Preparedness is further reinforced through regular safety meetings, performance reviews, and emergency drills, ensuring strong protection for employees, workers, and stakeholders.

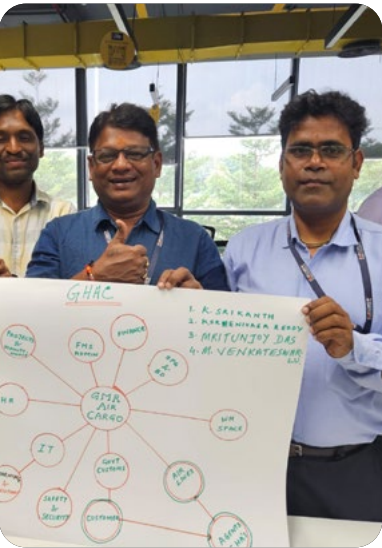
Emergency Response Team and Resources

RGIA's Airport Rescue and Fire Fighting (ARFF) department ensures rapid response and airport-wide fire safety through advanced tenders, rescue boats, a command vehicle, and comprehensive fire protection systems. Regular inspections, in-house testing, and coordination with engineering teams keep alarms, hydrants, and sprinklers fully functional.

Around 3,500 employees of various organisations at the airport are trained annually in extinguisher use and workplace safety, with Fire Wardens appointed to support evacuations. A robust Aerodrome Emergency Plan, tested through frequent drills with CISF and other agencies, ensures seamless readiness, while Quick Response Teams and continuous simulations for accidents, fires, and hazardous incidents reinforce passenger safety and operational resilience.

Safety incident metrics for FY 2024-25:

Incident Type	Category	FY 2024-25
Fatalities	Employees	0
Lost Time Injuries (Lost time of 8 hours or more due to injuries)	Employees	0
Reportable Injuries (or Medical Treatment Injuries, where the lost time was less than 8 hours)	Employees	0
First Aid Cases	Employees	0
Near Misses	Employees	91
Lost Time Injury Frequency Rate (per million-person hours worked)	Employees	0



Learning and Development

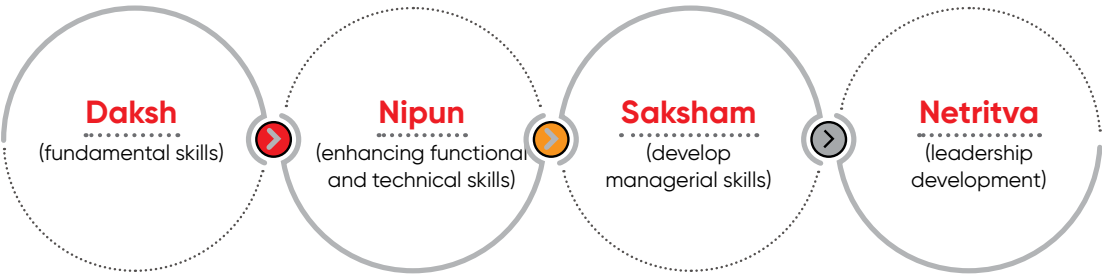
Learning and Development (L&D) is vital for both individual growth and organisational success, enabling the airport achieve the following:



Employee Learning & Development (L&D) Training Hours (including safety trainings) for FY 2024-25

Metric	Category	Man-Days	Man-Hours
Total Training Hrs.	All (987)	4,368	34,944
Total Training Hrs. for Female	Female (168)	1,034.25	8,274
Total Training Hrs. for Male	Male (819)	3,333.75	26,670
Total number of Training Hrs. Employee Category	Executive (53)	82.92	663
	Management (302)	1,030.20	8,242
	Non-Management (632)	3,254.88	26,039
Avg. Training Hrs. Per Emp.	All	4.43	35
Avg. Training Hrs. Per Female	Female	6.16	49
Avg. Training Hrs. Per Male	Male	4.07	33
Avg. Training Hrs. Per Employee Category	Executive	1.56	13
	Management	3.41	27
	Non-Management	5.15	41

We provide structured learning opportunities through four categories of programmes:



Multi-Tier Leadership initiatives like Transition Programmes, EKALAVYA (Basic and Intermediate), and CATAPULT (GHIAL) prepare employees for higher roles, while project management courses and knowledge-sharing forums build cross-functional expertise.



30 Participants cleared
across 9 departments

17 projects evaluated
and 13 cleared

13 projects evaluated
and 8 cleared

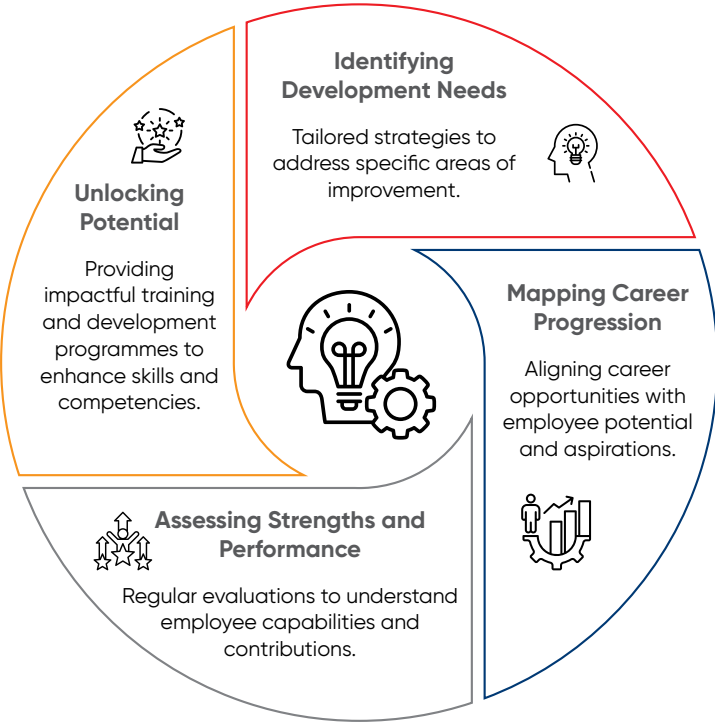


Talent Management and
Employee Retention

RGIA lays a lot of emphasis on talent management and succession planning to meet the organisation's business requirements.

The succession planning process identifies successors for all critical positions, with promotions often made from key roles within upcoming business units.

The talent pipeline is further strengthened through the induction of Graduate Engineer Trainees and Management Trainees under the Aarohan and Aarambh programmes.



Employee Performance
Management

RGIA follows a structured Performance Management Process (PMP) to keep employees motivated, engaged, and committed, while fostering transparency and a culture of continuous development.

The PMP framework entails goals-based appraisals, ensuring career growth is aligned with organisational priorities. Employees are encouraged to set 5 to 10 SMART goals each year, supported by defined KPIs and action plans.

Performance is reviewed twice annually with periodic feedback sessions providing actionable insights. All department heads include ESG goals in their KPIs, fostering accountability, ownership, and impact across operations.

Performance and career development reviews

Category	Total number of employees (A)	Total no. of employees covered under PMP (B)	% (B / A)
Male	819	819	100
Female	168	168	100
Total	987	987	

Diversity, Equity and
Inclusion

RGIA upholds equal opportunity and gender equality, with pay determined solely by role and responsibility, free from bias of gender or social status. Principles of diversity, inclusion, and equality are embedded across culture, business practices, customer interactions, and community engagement.

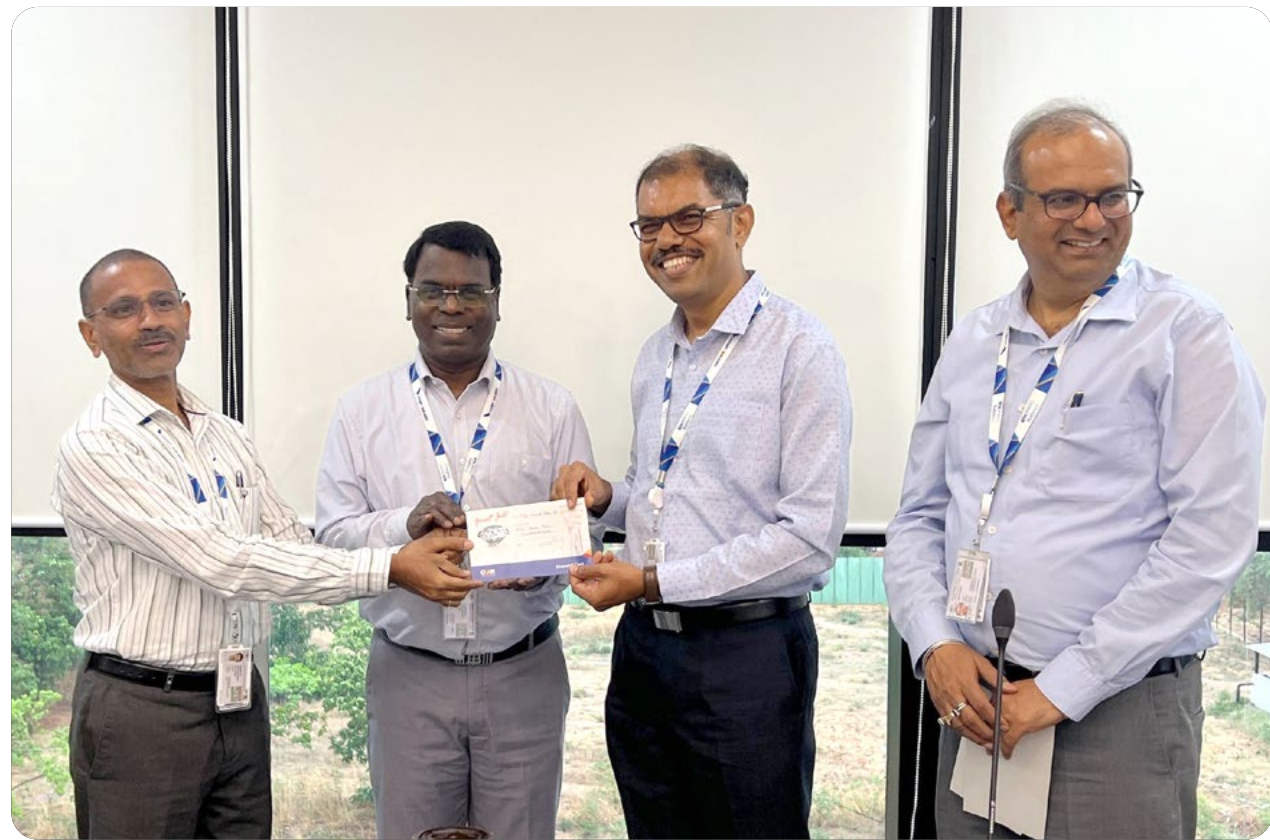
Through initiatives like Harmony, the airport promotes open dialogue, mutual respect, and recognition of individual contributions. This inclusive environment strengthens

employee well-being, teamwork, and organisational resilience, while fostering trust, empathy, and a workplace where every voice is valued.



Recognition and
Appreciation:

Employees are regularly appreciated through initiatives such as the “Employee of the Month,” birthday celebrations, and spot recognitions. These thoughtful gestures help lift morale, build a sense of belonging, and inspire better performance.



Employee Engagement

In FY 2024-25, the annual outbound programme P-Touch saw 94.71% employee participation (735 employees across 11 batches) and earned a feedback score of 4.10/5, reflecting its strong impact on engagement and trust. Complementary events like GHIAL Khelo, Feliz, and the Airport Run further promoted collaboration, inclusivity, and well-being.

We also encourage employee engagement with top management through SKIP Level meeting, CEO Townhall etc.

Health and Wellness Activities:

RGIA promotes employee wellbeing through safe working conditions, preventive healthcare, and comprehensive health and wellness initiatives.

Key programmes include psychological counselling under CARE (Counselling, Assistance & Relief for Employees), specialist medical consultations (Orthopaedics, Gastroenterology, Cardiology, Gynaecology), annual health check-ups for employees above 40 years, and on-site first-aid medical facilities.

In addition, RGIA actively promotes holistic wellbeing by celebrating International Yoga Day through organised yoga sessions to encourage physical and mental wellness among employees, stakeholders and passengers.



Human Rights

GHIAL recognises the valuable role that business can play in the longstanding protection of human rights and hence has rolled out a Human Rights Policy which is a significant step in our continued commitment to upholding the highest standards of dignity, respect, and fairness for all individuals across our organisation.

The Policy identifies human rights – related aspects such as prohibition of child labour, prohibition of forced labour, fair working conditions, and payment of minimum wages.

We conduct our business in a socially responsible manner, respecting the law and international standards on human rights, including the International Labour Organisation declaration of Fundamental Principles and Rights at work, the principles of the UN Global Compact, UN Guiding Principles on Business and Human Rights, UN Sustainable Development Goals and applicable labour laws.

GHIAL fosters a workplace environment that is free of discrimination based on age, colour, gender, social status, marital status, differently abled, race, national / regional origin, ancestry, indigenous status, personal – beliefs, religious & spiritual practice, political affiliation, sexual orientation, and / or HIV/AIDS amongst others in all its operations by imparting relevant training and aligning the conduct of its employees.



Grievance Redressal and Employee Support

The HR team works closely with employees to ensure all grievances, PASH (Policy Against Sexual Harassment) concerns and workplace issues at GHIAL are addressed with confidentiality and transparency. Dedicated committees oversee grievance resolution and provide counselling support, reinforcing commitment to a safe, respectful, and supportive workplace.



Corporate Social Responsibility

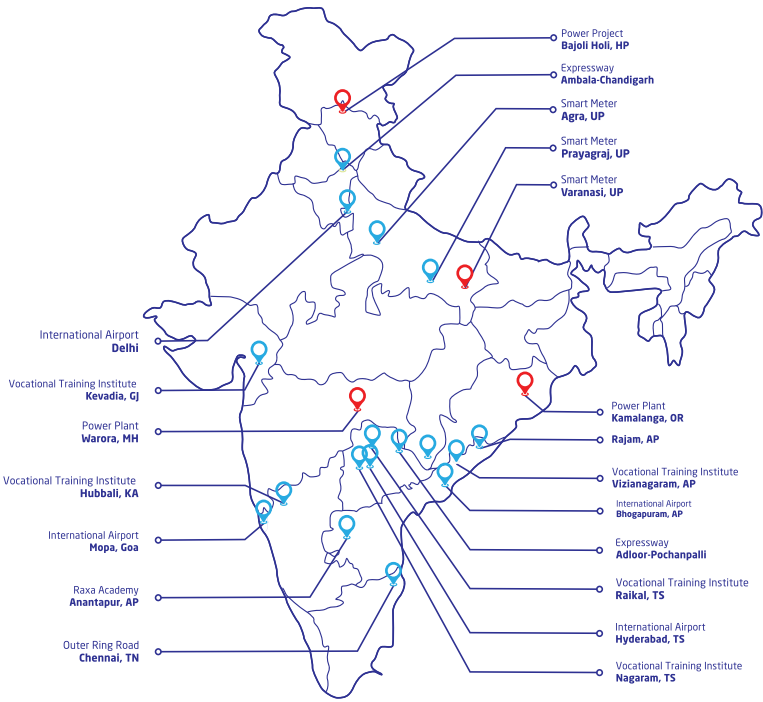
The airport undertakes its CSR programmes through GMR Varalakshmi Foundation (GMRVF), focussing on sustainable development through education, health, and livelihood initiatives. With a mission to positively impact 10 million lives by 2030, GMRVF focuses on Education, Health, Livelihoods, and Community Development.

The programmes are designed through need assessments with stakeholders and government partners, with priority given to vulnerable groups. In FY 2024-25, RGIA invested ₹8.5 crore in CSR initiatives.



GMRVF National Presence

The Foundation works with communities wherever the Group has business operations. Today it has a pan national presence. In all locations, GMRVF takes up activities in its four thrust areas.



Education	Health, Hygiene & Sanitation	Empowerment & Livelihoods	Community - Based Programmes
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Education – Empowering
Future Generation

The focus is on quality education for underprivileged children, combining formal schooling, digital learning, and long-term mentoring to build brighter futures.



Key Initiatives

- » **GMR Chinmaya Vidyalaya:** Affordable CBSE education for 1,200 students with cultural and value-based learning.
- » **Gifted Children Scheme:** Long-term mentoring and financial support until first employment.
- » **Anganwadi Support:** 10 centres strengthened for early childhood learning.
- » **Government School Support:** Infrastructure upgrades, volunteer teachers, tuition for 400+ children in 14 schools.
- » **Digital & STEM Learning:** Smart Boards, STEM labs, e-learning, and coding programmes.

Key Outcomes

- » 132 children supported under mentoring; 16 placed in reputed organisations.
- » 15 government schools and 3,600 students benefited from camps, literacy drives, and infrastructure upgrades.
- » 700 students engaged in "Coding without Computers"; WoW bus provided digital learning.

Health and Sanitation –
Ensuring Well-Being for All

RGIA delivers accessible healthcare to underserved communities through mobile health units, clinics, nutrition support, and awareness programmes,



Key Initiatives

- » **Mobile Medical Unit (MMU):** Weekly care in 14 villages, 600–800 people.
- » **Evening Clinics:** Accessible treatment in 4 villages.
- » **Health Camps:** Specialised camps in gynaecology, paediatrics, dermatology.
- » **Nutrition Support:** 3 centres aiding pregnant & lactating women.
- » **Anaemia Mitigation:** Adolescent girl-focused programme.
- » **Early Intervention Centre:** Therapy for children with disabilities.
- » **Safe Drinking Water:** RO plants managed by local communities.

Key Outcomes

- » 23,121 treatments for senior citizens.
- » 6,009 patients reached through evening clinics.
- » 17,921 people served by 216 health camps.
- » 209 pregnant women & 105 lactating mothers provided nutrition.
- » 468 adolescent girls trained on menstrual health.
- » 25 children received therapy & special education.

Empowerment and
Livelihoods – Building Self
Reliance

Vocational training, career guidance, and women's entrepreneurship programmes equip youth and women with skills for sustainable employment and income.



Key Initiatives

- » **Skill Training Centre:** Industry-linked training with Voltas, Schneider, Volvo, TVS, Gyproc; ~900 youth trained annually.
- » **Pratibha Centre:** Coaching and career guidance.
- » **EMPOWER Programme:** Training women in tailoring and eco-products, linked to SHGs.

Key Outcomes

- » 951 youth trained; 822 placed in jobs.
- » 50 secured government jobs; 275 placed in private firms.
- » Hotel Management training led to overseas jobs in Japan.
- » Millet-based Quick Fresh enterprise launched with 10 women.
- » 70 women trained; eco-products supplied to TTD, KSM, Taj Group.

Community Development –
Strengthening Local Ties

Infrastructure upgrades, environmental initiatives, and cultural activities improve quality of life and foster cohesion in nearby villages.



Key Initiatives

- » **Infrastructure:** Community halls, street lighting, village roads.
- » **Environment:** Tree plantations, waste awareness, clean-up drives.
- » **Culture & Sports:** Festivals and tournaments for social bonding.

Key Outcomes

- » Improved village infrastructure and connectivity.
- » Stronger environmental awareness through plantation drives.
- » Increased community cohesion through sports and cultural events.

GMRVF's Role in National Skilling Initiatives

GMRVF supports the Skill India Mission by equipping youth with industry-relevant vocational skills. Since 2006, its efforts have expanded from training airport manpower to establishing the residential GMR Varalakshmi Centre for Empowerment and Livelihoods in 2008. Offering courses in electrical, refrigeration, excavator operation, drywall, data entry, and two-wheeler maintenance, the centre has trained over 14,000 youth to date with an 85% placement rate, creating a strong pipeline of employable talent.



CASE STUDY

Inspiring Stories of Success

Radhika

The Woman Who Dared to Dig Deep

"I never imagined I would operate a huge machine like an excavator. I was scared in the beginning, but with GMRVF's support and my husband's encouragement, I pushed myself. Today, I not only have a job, but also my children look up to me with pride. I feel unstoppable." – Radhika

In a small village near Warangal, Telangana, Radhika grew up in modest circumstances, where financial pressures forced her to abandon school and take up odd jobs. A defining moment came when her father fell ill and she was unable to drive him to a hospital, an experience that planted a quiet determination to change her life.

Years later, with her husband struggling as the sole earner, Radhika discovered the Excavator Operator course at the GMR Varalakshmi Foundation's Shamshabad Centre. Though apprehensive, she was encouraged by the Foundation's counselling and her husband's support. With grit and persistence, she mastered the skills to operate heavy machinery, alongside safety training and confidence-building sessions.



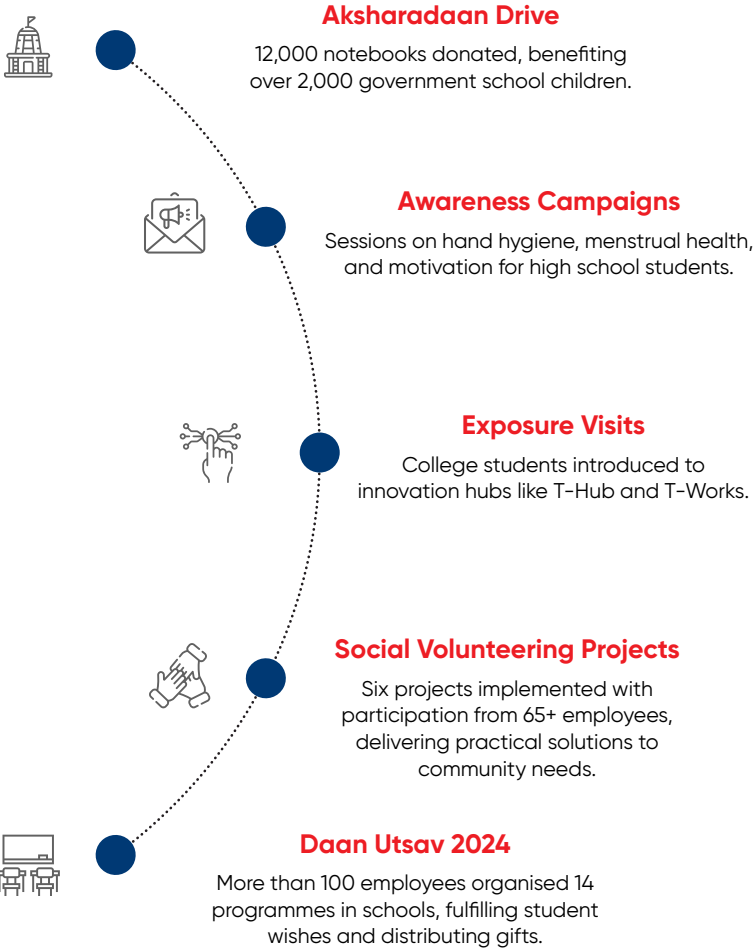
Her successful placement with the GMR Group transformed her identity from a housewife to a skilled professional, role model, and provider. Today, Radhika is an inspiration in her community, proving that courage, opportunity, and support can redefine lives and empower women to dream beyond traditional boundaries.

Volunteering for Social Change:
Employee Involvement

Under the Employee Volunteering Policy, every employee is given 16 hours of paid time each year to contribute to community service. They may take part in ongoing programmes or create their own Social Volunteering Projects (SVPs), backed by Group funding. This approach encourages employees to drive positive change while building stronger links with local communities.

S.no	Employee Engagement April 2024 – March 2025	
1	Number of employee involvement pro-grammes	58
2	Number of employees/family members in-volved	529
3	Number of person hours spent	1,113
4	Number of people benefited	7,430

For details about our CSR vision and initiatives, kindly visit the CSR section on our website: <https://www.gmrgroup.in/foundation/>



Customer Care & Experience

Customer Relationship
Management

Customers are the primary stakeholders in airport operations, and GHIAL places strong emphasis on building lasting relationships with them. RGIA focusses on reliable services, regular feedback, and multilingual 24/7 support. The airport environment is inclusive, with signage on safety and sustainability, as well as facilities such as retrofitted buildings, wheelchairs, restrooms, and volunteer assistance to support the elderly, children, and persons with special needs.

Service quality is measured through the ACI-ASQ Passenger Satisfaction Survey and independent stakeholder surveys, which cover areas such as service quality, safety, budgeting, and support. The findings are used to improve processes and raise operational standards.

In FY 2024-25, RGIA handled 29.48 million passengers, a 17% increase year-on-year, along with 199,349 aircraft movements, up 15%. March 2025 alone recorded 2.6 million passengers and 18,398 movements. RGIA also received Level 4 Airport Customer Experience Accreditation by ACI for its data-driven approach to improving passenger flow, reducing wait times, and strengthening stakeholder collaboration.

Customer Relationship Management (CRM) and Online
Reputation Management (ORM) Feedback Integration

Passenger feedback collected through CRM and ORM platforms were instrumental in driving targeted improvements at the airport. Key outcomes included:

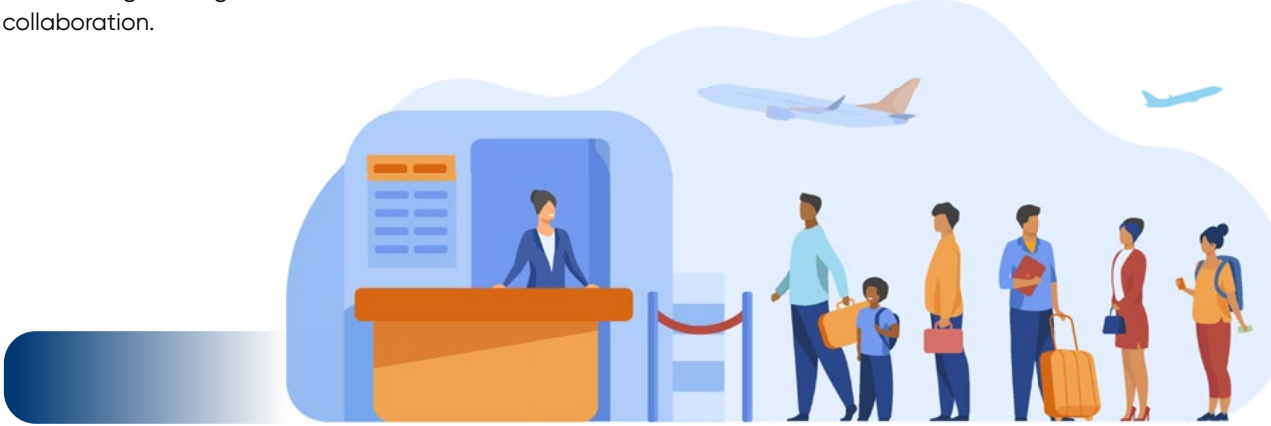
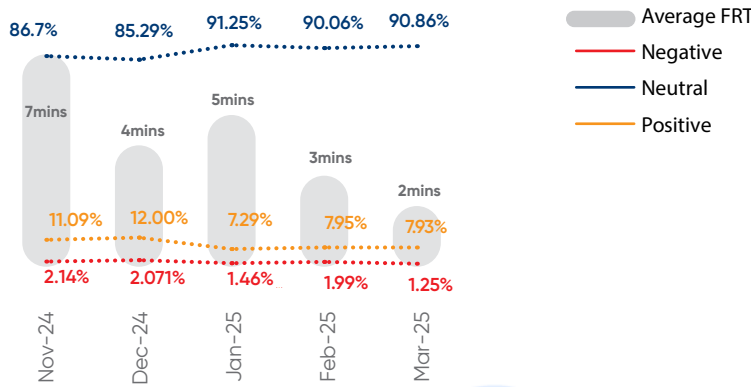
- First response time reduced from 7 min average to 2 min average
- Decline in Negative sentiment
- Decline in Neutral sentiment
- Increase in positive sentiment

Actionable Insights and Interventions

Insights from CRM and ORM led to several impactful changes:

- Faster resolution:** Shortened feedback loops enabled real-time responses to passenger concerns.
- Better service delivery:** ORM data identified service gaps, leading to staff training focused on empathy and communication.
- Upgraded facilities:** CRM feedback guided improvements in restrooms, seating areas, and wayfinding systems.

Informal Channel Sentiment & First Response Time (FRT) Trend



Process Studies and
Operational Metrics

The airport carried out process studies across key passenger touchpoints, generating measurable insights on performance and service quality that guided targeted improvements.

Specific metrics from process studies include:

S. No	Processes	Area	FY-23 to 24	FY-24 to 25
1	Check In	Dom	98%	98%
2		Int	81%	89%
3	Security	Dom	100%	100%
4		Int	97%	98%
5	Immigration Departures	Int	97%	96%
6	Immigration Arrivals	Int	96%	98%
7	Customs	Int	97%	99%
8	Departures Entrance gates	Int	99%	99%

Impact on Passenger Experience

Providing a great passenger experience is at the heart of how we operate and grow as an airport. We want every traveller who walks through our terminals to feel welcomed, comfortable and well-connected with their surroundings. Our efforts are shaped around making travel more enjoyable, while celebrating culture, encouraging inclusivity and keeping sustainability in mind.

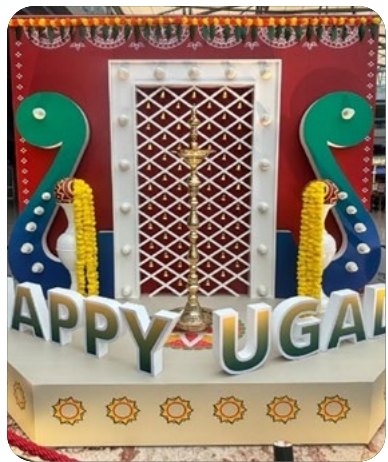
Throughout the year, the terminal comes alive with festive décor and activities for occasions like Diwali, Christmas and New Year, Republic Day, Ugadi and Ramzan. These celebrations help create a lively atmosphere and give passengers and visitors a chance to enjoy a piece of the city's culture even before they step out of the airport. Selfie zones, themed installations and digital displays offer fun ways to capture memories and strengthen the sense of being in Hyderabad. The airport community is invited to come together and

participate in events such as Independence Day which sees inclusivity from grassroots to senior leadership under the ambit of 'One Vision, One Mission'.

We encourage passengers, meeters and greeters and stakeholders, to participate in various environmental initiatives. One such effort was a tree plantation drive marking the 80th anniversary of ICAO, where 500 native saplings were planted under the campaign titled 'Green Today for Clean Air Tomorrow!' to support greener airport surroundings.

We are also improving how we listen to our passengers. QR-based tourism feedback surveys at the terminal help us better understand their expectations and continuously enhance cleanliness, safety, food choices, shopping and overall hospitality.

A glimpse of the events for cultural inclusivity organised at the airport



Feedback and Redressal Mechanism

RGIA addressed customer and stakeholder concerns through open communication, active feedback collection, and a strong grievance redressal system. Complaints relating to data privacy, advertising, terminal operations, security, and vigilance are tracked and resolved on priority.



Corporate Governance and Responsible Business

GHIAL's governance is anchored in ethical conduct, transparent disclosure, and accountability. Guided by integrity, our approach reflects the organisation's values through its culture, policies, and stakeholder relationships. The Board and its committees provide clear oversight of strategy, risk, and performance, ensuring decisions are taken with responsibility and clarity.

This culture is reinforced by strong controls, including rigorous financial oversight, a structured risk management framework, and comprehensive business continuity planning. Data privacy and cybersecurity are safeguarded through well-defined policies, round-the-clock monitoring, and regular assessments. Together, these practices build stakeholder trust, protect long-term value, and strengthen GHIAL's role as a responsible corporate citizen.

To ensure the effective functioning of the organization, a Steering Committee operates under the CEO, comprising all Chief Officers (CXOs) of GHIAL's internal functions. This committee facilitates collaborative decision-making and oversees key social, environmental, and economic priorities.

Additionally, multiple governance committees have been established to reinforce effective governance and accountability across all organizational levels. GHIAL's senior management firmly believes that environmental, social, and governance (ESG) factors are essential to the long-term success of the organization.

Corporate Governance Framework

Board Oversight

As on March 31, 2025, GHIAL Board comprises of 17 members excluding an alternate director, with a balanced mix of executive and non-executive directors, including independent and women directors. The Board provides strategic oversight and ensures that the airport operates with integrity, accountability, and long-term focus. The Board is responsible for reviewing and approving policies, strategy, risk appetite, and ESG priorities, ensuring that sustainability and stakeholder interests are embedded in decision-making.

During FY 2024-25, the Board met 4 times, with at least one meeting held every quarter and full compliance with SEBI and Companies Act requirements.

Board-Level Committees

The Board is supported by its committees, which play a vital role in strengthening corporate governance. Each committee provides focused oversight on key areas such as audit, risk, remuneration, and stakeholder relations. These committees review policies, risk appetite, and strategic issues, and their recommendations are placed before the Board for approval. They ensure detailed scrutiny and informed deliberation, enhancing the Board's effectiveness in driving sustainable growth and accountability.

Additional information regarding various Board Committee, can be found in our Annual Report 23-24: (https://www.hyderabad.aero/our-company.aspx?q=collapse_three_seven#corporate-governance)

Board Composition

Sno	Name of Director	Designation	Representing
1	Mr. G. M. Rao	Executive Chairman	GMR Airports Limited
2	Mr. G. B. S. Raju	Managing Director	GMR Airports Limited
3	Mr. Srinivas Bommidala	Director	GMR Airports Limited
4	Mr. Grandhi Kiran Kumar	Director	GMR Airports Limited
5	Mr. B. V. N. Rao	Director	GMR Airports Limited
6	Mr. C Prasanna	Director	GMR Airports Limited
7	Mr. Alexis Riols	Director	GMR Airports Limited
8	Mr. Antoine Crombez (Mr. Pierre Etienne Mathely Alternate Director to Mr. Antoine Crombez)	Director	GMR Airports Limited
9	Mr. K. Ramakrishna Rao, IAS	Director	Govt of Telangana
10	Mr. Vikas Raj, IAS	Director	Govt of Telangana
11	Mr. Joyanta Chakraborty	Director	Airports Authority of India
12	Mr. S. Radhakrishnan	Director	Airports Authority of India
13	Mrs. Bijal Tushar Ajinkya	Independent Director	Independent
14	Dr. M. Ramachandran	Independent Director	Independent
15	Mr. Madhu Ramachandra Rao	Independent Director	Independent
16	Mr. A. Subba Rao	Independent Director	Independent

Board Committees

 **Audit Committee:** Oversees financial reporting, risks, and controls, ensuring accuracy and reliability of disclosures. It also reviews the effectiveness of the Whistle Blower mechanism.

 **Nomination and Remuneration Committee:** Oversees Board and director performance evaluations, reviews effectiveness against set criteria, and recommends improvements.

 **Stakeholders' Relationship Committee:** Looks into resolving the grievances of the security holders of the Company and performs all the functions relating to the interests of shareholders/ security holders/ investors of the Company as may be required by the provisions of the Companies Act, 2013 and SEBI LODR Regulations.

 **Risk Management and ESG Committee:** Established by the Board to oversee and evaluate the effectiveness of the risk management plan. RGIA follows a Board-approved Risk Management Policy to identify and mitigate risks, while the Committee guides the Board on ESG strategy and oversees effective adoption of ESG practices across the business.

 **Corporate Social Responsibility (CSR) Committee:** Responsible to formulate and recommend to the Board, a Corporate Social Responsibility Policy, annual action plan and the amount of expenditure to be incurred on the CSR activities to be undertaken by the Company.

Governance Processes

RGIA conducts its business with dignity, responsibility, and integrity, guided by high ethical standards of transparency, independence, and accountability. The airport has established ethics and compliance policies aligned with global standards, covering non-discrimination, confidentiality, third-party compliance, anti-trust, anti-money laundering, and intellectual property protection.

The airport has developed a comprehensive suite of ethics and compliance policies aligned with global standards, ensuring clear frameworks for responsible behaviour:



For details on all our policies, refer to our website: https://www.hyderabad.aero/our-company.aspx?q=collapse_three_Sixteen#corporate-governance

GHIAL follows GMR Group's whistleblower system that supports accountability and ethical conduct and allows employees and stakeholders to report issues such as fraud, corruption, policy breaches, safety risks, or data leaks confidentially and anonymously through secure, multilingual channels. The department reports the status of the Whistleblower mechanism to the audit committee biannually.

Toll Free Number: 18001020 467

Web ID: www.in.kpmg.com/ethicshelpline

Email ID: gmr@ethicshelpline.in

Postal Address: P.O.BOX no.71,
DLF Phase 1, Qutub Enclave,
Gurgaon- 122002.

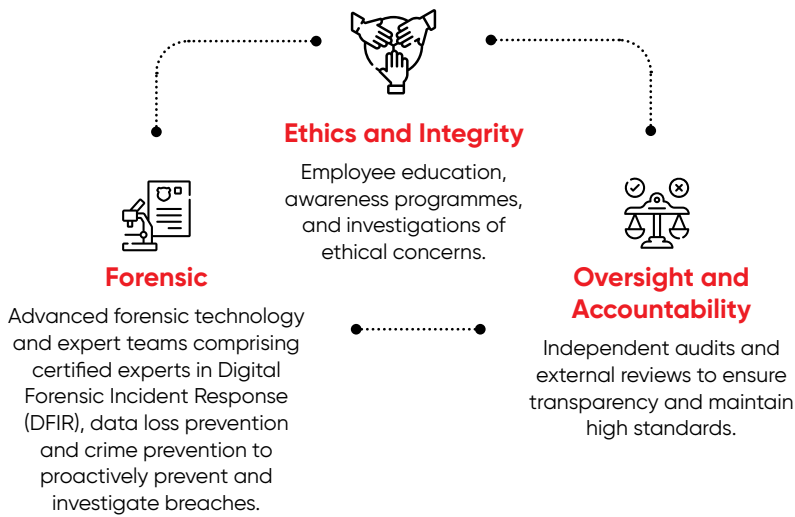
QR Code Access: Facilitates easy access to the helpline through various communication mediums.



Complaints are first reviewed by the ombudsperson and the CEO, then investigated by the Ethics and Integrity team with oversight from senior management to ensure timely resolution. Disciplinary actions are recommended by the Ethics team and finalised by the CEO and HR. Regular awareness sessions and engagement programmes help reinforce integrity across the organisation.

Business Ethics and
Anti-Corruption

The airport places ethics and integrity at the core of its growth, embedding transparency, trust, and accountability through three pillars central to sustainable growth and operational excellence. GHIAL annually celebrates a Vigilance week declared by the Central Vigilance Commission to promote ethics in the company.



Fraud and Ethics Awareness workshop for Senior and Middle Managers

RGIA is strengthening its ethical culture by equipping employees with knowledge and confidence through focused initiatives.

The airport plans to expand ethics training across its supply chain to create common standards, set up a centralised digital ethics portal by 2025 for easy access to resources, and roll out scenario-based training to help employees deal with complex situations more effectively.





Data Privacy and
Cyber Security

Cybersecurity is a critical pillar of airport operations, where even minor disruptions can impact passenger safety, service continuity, and data integrity. With interconnected aviation systems heightening exposure to threats, RGIA embeds robust cyber protection into its safe and reliable operations.

Guided by the Airport Cyber Security Framework (ACSF) and our Information Security and Cyber Security Policy, we ensure risks are systematically identified, assessed, and mitigated. Eighteen supporting sub-policies covering areas such as asset management, access control, data privacy, and cryptography strengthen safeguards across all operations. This framework helps us protect passengers, maintain operational integrity, and build long-term resilience against evolving threats.

Airport Cyber Security
Framework (ACSF)

The ACSF is a comprehensive model aligned with international aviation standards, built on six core pillars to fortify aviation infrastructure while ensuring operational continuity.

Risk Governance and
Oversight

- » Clearly defined roles and responsibilities for managing cyber risk
- » Establishing ownership for risk management
- » Robust processes for third-party risk management



Threat Monitoring and
Detection

- » Proactive security monitoring through Security Operations Centre (SOC) for IT and OT
- » Technology risk management measures like vulnerability, assessments, penetration testing, etc.



Defensive Measures and
Safeguards

- » Setting domain-wise minimum baseline security standards
- » Development of operating guidelines
- » Foster collaboration to strengthen defensive capabilities



Incident Response and
Recovery

- » Definition of incident management processes with clear roles and responsibilities
- » Identification of KPIs for effective incident resolution



Continuity and Restoration

- » Business continuity and resilience planning
- » Crisis management and communication strategies for disruptions



Post-Incident Insights and
Enhancements

- » Continual improvement through post-incident analysis
- » Implementation of enhancements to strengthen cybersecurity



Cybersecurity Governance:
Policies and Compliance

RGIA's cybersecurity framework is built on clear policies and strict compliance standards. An Information Security and Cybersecurity Policy, reviewed by top management and the Group Chief Information Security Officer (CISO), sets the direction for all practices. A Privacy Policy ensures personal data is protected through access controls, validation checks, and security safeguards. The airport is ISO 27001 certified, with regular reviews and audits to maintain compliance.

The Group CISO and IT Security team oversee implementation, carrying out vulnerability assessments and maintaining detailed records of risks and remediation across servers, networks, endpoints, and applications. A dedicated Business Continuity team tests plans regularly to ensure resilience and minimise disruption.

Cyber Vigilance: Security
Operations Centre (SOC)

The 24/7 SOC is the hub for cyber defence, using AI, machine learning, and global threat intelligence to monitor user behaviour, endpoints, applications, and internet-facing assets. It processes logs, network

flows, Windows events, and over 70 intelligence feeds to generate real-time threat alerts for immediate response.

The SOC is supported by a Vulnerability and Threat Response Management (VTRM) programme that runs penetration testing, red-teaming, continuous monitoring, and attack surface assessments to stay ahead of emerging risks. Security technologies span all layers from networks and data centres to cloud, email, and applications, ensuring protection against leaks and breaches.

Cyber Crisis Management and
Incident Response

The airport conducts Cyber Crisis Management Plan (CCMP) drills led by the central SOC, placing stakeholders in realistic simulation exercises to test and strengthen response capabilities. A standardised Security Incident Response process ensures all threats are detected, escalated, and resolved within defined SLAs, enhancing readiness against emerging cyber risks.

Deception Technology

IT and OT honeypots have been deployed to act as advanced threat intelligence tools. These

controlled environments emulate airport systems with built-in vulnerabilities to attract attackers. Insights from honeypots guide proactive threat hunting, enabling early risk detection and protection of operational assets.

Audit and Compliance

Multiple independent audits are conducted to evaluate IT and cybersecurity controls, ensuring practices remain robust, effective, and aligned with regulatory and industry standards.

Awareness and Training

Employee awareness is built through a structured programme, including:

- Bi-weekly threat briefings for senior leadership
- Monthly training on cybersecurity practices for all staff
- An annual Cybersecurity Month to promote awareness within RGIA and the wider aviation sector





Security Practices

RGIA fully complies with the National Civil Aviation Security Programme under the guidelines of the Bureau of Civil Aviation Security (BCAS) and meets the global standards for airport security set by ICAO. The airport continues to invest in advanced systems and technologies that strengthen protection while ensuring smooth and seamless passenger movement.



Security Equipment at RGIA



Body Scanners



Four-Level Inline Baggage Screening with State-of-the-art CTX machines



CCTV Surveillance with Video Motion Detection



Smart Card and Biometric Access Control



Perimeter Intrusion Detection System



Under Vehicle Scanning Systems



Boom Barriers and Hydraulic Bollards



RFID-based Vehicle Access Control



Bomb Disposal and Explosive Containment Units



Explosive Detection Systems



Bullet Proof Quick Reaction Team Vehicle

Investigation Wing at RGIA

RGIA has a dedicated Investigation Wing that collects data from multiple sources before conducting detailed investigations using CCTV footage and electronic evidence. Findings are compiled and shared with relevant teams, with a target of resolving all cases within seven business days.

In FY 2024-25, the wing investigated 112 complaints - 36 were resolved, 62 found unrelated to RGIA, 2 reported late, and 4 closed due to lack of evidence.



Security Desk-Airport Predictive Operation Centre

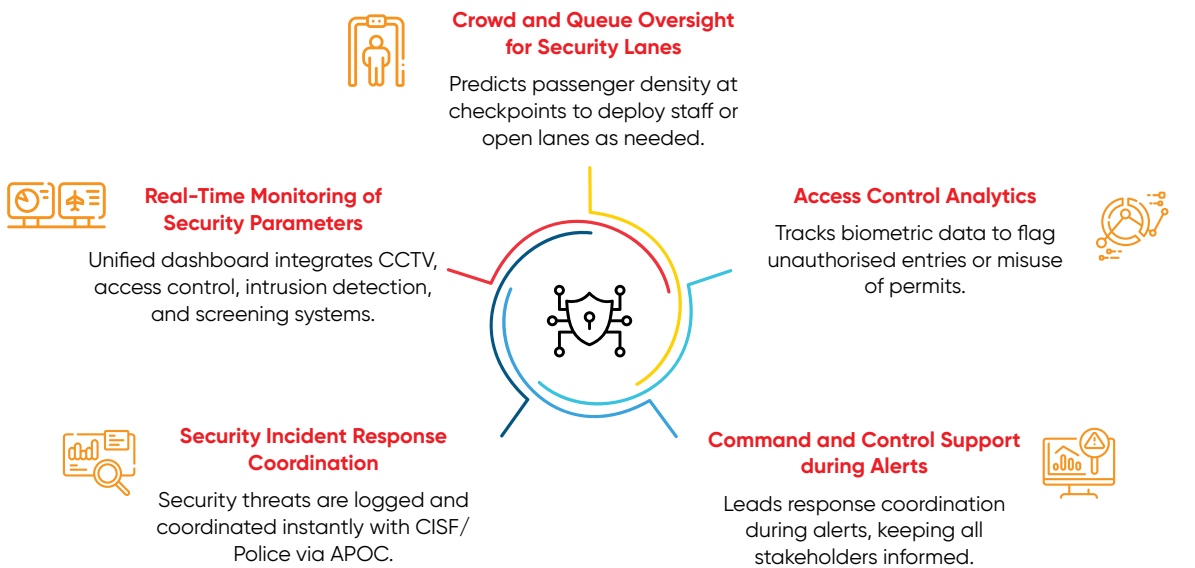
The Security Help Desk in APOC serves as a centralised coordination point for all security-related intelligence, alerts and operational response and bridges airport security agencies (like CISF, RAXA, Police, BCAS) with airport operations teams.

Imparting AVSEC training sessions by ASTI

The airport has established the Aviation Security Training Institute (ASTI), dedicated to aviation security training. It delivers ICAO-prescribed modular training and offers classroom and computer-based training on standardised security packages, supported by a well-equipped library.



Core Responsibilities of this security desk include





Sustainable
Supply Chain and
Procurement

RGIA recognises that the impact of sustainability extends across its entire supply chain. We source goods and services from a wide range of industries - power generation, construction, and urban infrastructure while consciously prioritising local vendors to reduce our carbon footprint and strengthen domestic supply chains. GHIAL implemented Sustainable Procurement (ISO 20400:2017) practices across its supply chain.

In FY 2024-25, 53% of total procurement is sourced locally (from suppliers within Telangana)

Suppliers will be required to comply with the Data Protection and Privacy (DPDP) Act (once in force), ensuring sensitive procurement data is managed securely across all stages. Regular audits and training further equip vendors to uphold data security and ethical practices. Vendors breaching standards are barred from future dealings, with reinstatement possible only after three years if guidelines are met.

Responsible practices help us minimise disruptions, mitigate compliance risks, and create a supportive business environment.

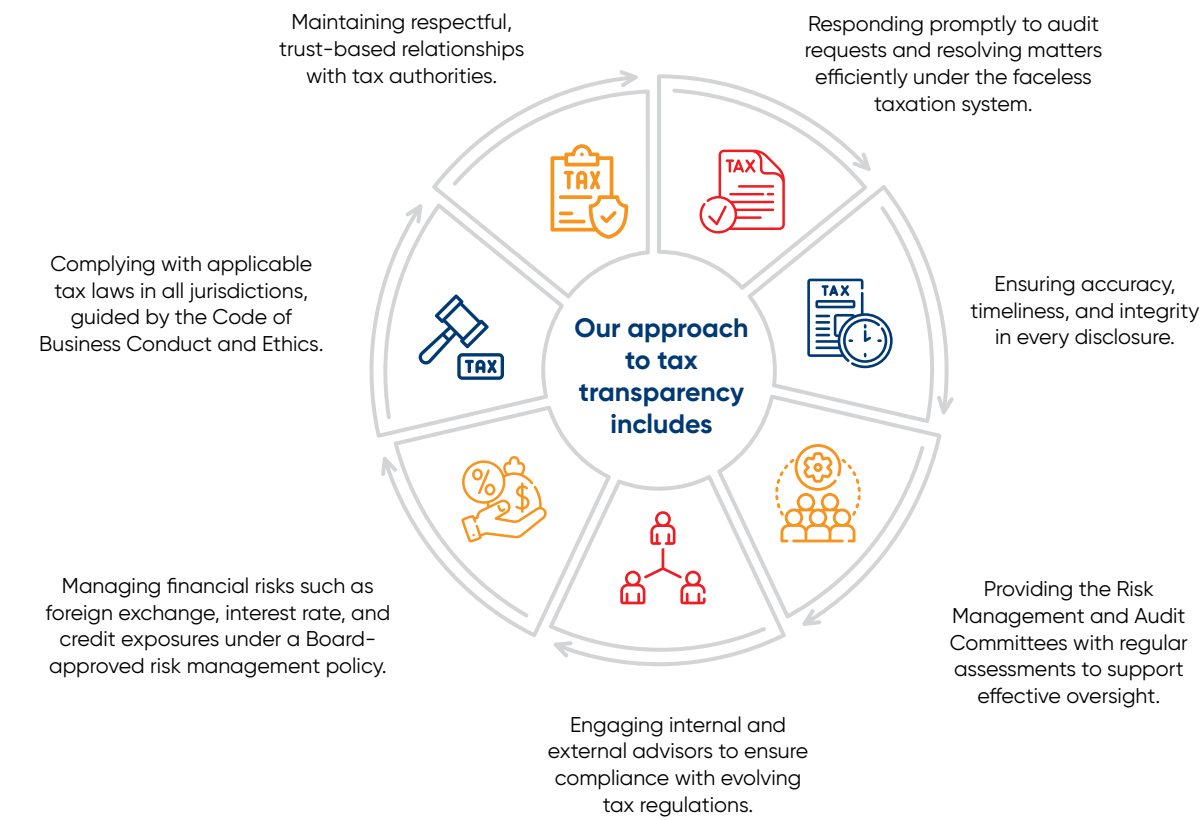
The airport is strengthening its supply chain to be future-ready by embedding sustainability, innovation, and transparency into

procurement practices. The focus is on partnering with green-certified suppliers, adopting low-carbon solutions, leveraging technology for performance monitoring, and enhancing ESG reporting to meet evolving global standards.



Tax Transparency

Tax transparency is integral to responsible business, reflecting principles of dignity, integrity, and accountability. Beyond disclosing taxes paid, the airport follows a clear tax management framework supported by robust controls, external audits, and systems such as SAP.



Enterprise Risk
Management at
GHIAL: A Strategic
Approach to
Navigating Risks

Introduction

At GMR Hyderabad International Airport Ltd. (GHIAL), Enterprise Risk Management (ERM) is embedded into the company's governance and strategy to ensure sustainable and resilient operations. GHIAL's ERM framework is tailored to focus on systematic risk governance, thorough risk identification and assessment, robust mitigation strategies, a strong risk-aware culture, and forward-looking oversight of emerging risks.

Risk Governance

GHIAL has established a robust risk governance structure, integrating risk oversight into the company's highest decision-making forums. The framework delineates three distinct layers of responsibility, ensuring that risk management is a shared responsibility across the organisation:

» **Risk Oversight:** The Board of Directors holds ultimate accountability for risk oversight. A dedicated Risk Management Committee (RMC) of the Board convenes semi-annually to review the enterprise risk profile and the effectiveness of risk management processes. This top-down oversight underscores GHIAL's commitment to "Leading with Accountability" in its corporate governance.

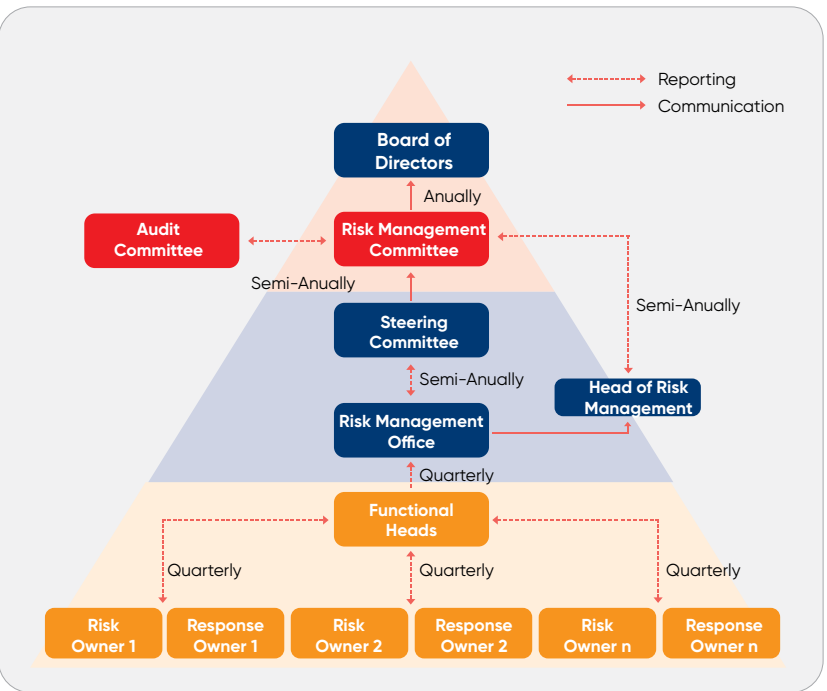
» **Risk Infrastructure & Management:** GHIAL has an executive Steering Committee that sits between the operational and board levels.

This committee, comprised of senior management, deliberates on key risks before each RMC meeting. The Head of Risk Management leads the Risk Management Office (RMO) and is responsible for collecting risk information and reporting to the Steering Committee semi-annually. GHIAL ensures that there is a rigorous review of risks and mitigation progress at the management level, linking day-to-day risk control efforts with strategic oversight. This layer translates the Board's risk appetite and guidance into actionable plans and supervises the implementation of risk responses across functions.

Risk Ownership: The foundation of GHIAL's ERM is the network of Functional Heads, Risk Owners, and Response Owners in each department. These individuals are closest to the risks - whether in operations, security, finance, commercial, or support functions - and they conduct risk assessments

quarterly, identifying new risks and evaluating existing ones in their areas. They are also responsible for implementing risk responses (mitigation plans) and monitoring controls, often with the help of designated response owners for specific tasks. This bottom-up element ensures that risk management is an ongoing activity embedded in routine processes, rather than an isolated annual exercise. The "risk ownership" culture at GHIAL means that managers and staff at all levels take initiative in raising concerns and managing risks proactively.

This three-tier governance model ensures comprehensive coverage and communication of risk information. From ground-level insights to board-level decisions, there are defined channels for escalation and review. In essence, GHIAL's risk governance ensures that risk management responsibilities are clearly defined and that risk information flows seamlessly across the organisation.



GHIAL's three-tier governance model ensuring comprehensive coverage and communication of risk information.

Risk Identification and Assessment

GHIAL employs a structured and thorough process to identify and evaluate risks that could affect its operations and objectives. The risk identification process is both bottom-up (with each function surfacing its own risks) and top-down (with leadership and the RMO scanning the broader environment). As a result, GHIAL has developed a comprehensive risk register:

- » **Scope of Risks:** In the latest risk review cycle, 130 distinct risks were identified and logged, covering both strategic-level risks and functional/operational risks. These risks span all GHIAL's key business functions – such as Airport Operations, Security & Vigilance, Finance & Accounts, Commercial (Aero and Non-Aero), Human Resources, Information Technology, Engineering & Maintenance, Procurement & Contracts, Legal, Passenger Experience, and the Airport City business, among others. By casting a wide net, GHIAL ensures that every aspect of its business (from day-to-day operational issues to long-term strategic challenges) is examined for potential risks.
- » **Key Risk Prioritisation:** Among this extensive risk universe, GHIAL maintains a “Top 10” Key Risks list at the enterprise level. These key risks are the ones deemed most significant in terms of potential impact on GHIAL's business and stakeholders. By categorising its top risks into such areas – Operational, Reputational, Technological, Sectoral, Talent, Regulatory, Strategic, and Partner risks – GHIAL ensures a 360-degree view of its risk landscape.
- » **Risk Assessment Methodology:** Each identified risk is systematically assessed using a quantitative scoring methodology. GHIAL's framework evaluates risks on three primary parameters: Impact, Likelihood, and Velocity. The risk score is then calculated using a formula that combines these factors – specifically, GHIAL uses the formula Risk Score = (Impact × Likelihood) + Velocity to produce a number out of 30.

1. Impact
Impact is the consequences of the company in case of occurrence of risk

Rating	Impact	Parameters
5	Very High	Financial and Social Relationship
4	High	Human Resources and Intellectual
3	Moderate	Natural
2	Low	Customer / Passenger
1	Very Low	

2. Likelihood
Likelihood is the probability of the occurrence of risk event or risk playing out

Rating	Scenario	Probability
5	Almost Certain	81%-99%
4	Likely	61%-80%
3	Possible	41%-60%
2	Unlikely	21%-40%
1	Rare	1%-20%

3. Velocity
Velocity is the speed of the onset of risk event, or the time taken for the risk event to manifest

Rating	Impact from event
5	Very rapid little or no warning
4	Days to a week
3	of few months to quarter
2	Several year to a year
1	Very slow, over a year or more

- » This scoring method ensures that both the overall magnitude of risk (impact × likelihood) and the speed of impact are captured in a single metric.

Risk Rating Methodology: Once risks are evaluated basis the 3 parameters by the respective risk owners, the risk rating is computed as below

Risk Impact:
(rated on a scale of 1-5)

 ×

Risk Likelihood:
(rated on a scale of 1-5)

 +

Risk Velocity:
(rated on a scale of 1-5)

 =

Risk Rating:
(Score on 30)

- » **Risk Rating and Severity Levels:** Based on the calculated risk score, GHIAL classifies risks into severity bands defined by a Risk Rating Criteria. The company also sets Risk Prioritisation Criteria to flag certain risks for management focus, such as any risk that is inherently Critical/Severe or any risk that scores very high on impact and velocity even if likelihood is low. This ensures that even low-probability, but high-consequence risks (sometimes called “black swan” events) are not ignored.

Risk	Criteria (Score out of 30)
Critical	Risk Score >=25
Severe	Risk Score >=15 and <=24
Moderate	Risk Score >=6 and <=14
Acceptable	Risk Score <=5

- » **Functional and Cross-Functional Risk Reviews:** GHIAL's identification process is greatly aided by regular risk workshops and reviews within each function.

In summary, GHIAL's risk identification and assessment process is exhaustive and data driven. The organisation maintains a detailed inventory of risks and uses quantitative methods to assess risk severity, which supports consistency and objectivity.

Mitigation Strategies and Controls

GHIAL approaches risk mitigation with a proactive mindset, implementing targeted strategies to manage each key risk within its risk appetite. Once risks are identified and assessed, the focus shifts to controlling or mitigating those risks. GHIAL's philosophy is to bring down the residual risk (the risk remaining after controls) to a level that is as low as reasonably practicable, without stifling the organisation's ability to achieve its objectives.

GHIAL's risk mitigation strategies are comprehensive and tailored to the nature of each risk. By proactively addressing risks through concrete actions, GHIAL not only protects itself against adverse events but also ensures stability for all its stakeholders – passengers experience fewer disruptions, airlines enjoy reliable operations, employees work in a safe and stable environment, and investors see that the business is safeguarded against shocks.

Risk Culture and Awareness

A strong risk management culture is the backbone of GHIAL's ERM framework, ensuring that risk awareness and accountability are ingrained in the company's ethos. GHIAL has cultivated an environment where discussing and managing risk is encouraged and valued.

In essence, GHIAL's risk culture can be described as proactive, and value driven. The company understands that a strong culture of risk awareness significantly amplifies the effectiveness of all other ERM components (governance, processes, and tools). This cultural strength ensures that ERM is not confined to documentation or meetings – it lives in the behaviors and decisions of GHIAL's people every day.

Operational Excellence

At GMR Hyderabad International Airport Limited (GHIAL), operational excellence is a cornerstone of delivering safe, seamless, and sustainable airport operations. Our approach integrates real-time predictive control, collaborative decision-making, advanced technology, and a strong safety culture, ensuring efficiency and resilience across airside, terminal, and landside operations.

Airport Predictive Operations Centre (APOC)

GHIAL has transitioned from a conventional AOCC to a state-of-the-art Airport Predictive Operations Centre (APOC)—the digital nerve center of RGIA. APOC leverages digital twin technology, AI-driven analytics, and IoT sensors to enable:

- » **Real-time situational awareness:** Dashboards track passenger density, queue lengths, and processing times at checkpoints.
- » **Predictive traffic management:** AI-powered algorithms optimize gate allocation, resource deployment, and turnaround times.
- » **Integrated security desk:** Centralized coordination with CISF, BCAS, and airport teams for rapid incident response.
- » **Kloudspot analytics:** Heat maps and congestion alerts for proactive crowd management.

A-CDM and Airside Efficiency

Airport Collaborative Decision Making (A-CDM) is operational for 18 hours daily, improving predictability and reducing delays. Key benefits include:

- » **Lower taxi times and engine idling,** reducing fuel burn and Scope 3 emissions.
- » **Turnaround Management Tool (TMT):** AI-driven orchestration of GSE and

crew for faster turnarounds and improved OTP.

- » **Bridge Mounted Equipment (BME), FEGPU, and PCA units** to avoid APU usage, cutting emissions and noise.

Smart Terminal and Passenger Experience

Operational excellence extends to passenger touchpoints through technology-enabled solutions:

- » **IoT-enabled washrooms:** Touchless fixtures and predictive cleaning.
- » **Smart trolley management:** IoT sensors for real-time tracking and redistribution.
- » **DigiYatra and Self-Baggage Drop (SBD):** Seamless biometric boarding and faster processing.
- » **Virtual Information Kiosks (VIK):** Integrated feedback and real-time assistance.

Safety Management System

ISO 45001–Certified Framework

- » RGIA operates a formal, compliance-driven occupational health and safety management system aligned with ISO 45001 standards, ensuring adherence to global best practices and regulatory requirements.
- » The framework provides a structured approach to hazard identification, risk assessment, and mitigation, safeguarding employee and stakeholder well-being.
- » **Emergency Preparedness:** The Aerodrome Emergency Plan (AEP) is regularly tested through full-scale drills with CISF and other stakeholders to ensure readiness for contingencies.
- » **Business Continuity:** An ISO 22301–certified Business Continuity Management System (BCMS) reinforces resilience during operational disruptions.

DSS+ Safety Management Framework

- » Complementing compliance, RGIA has adopted the DSS+ Safety Management Framework, a culture- and behavior-focused initiative

aimed at strengthening leadership accountability and safety ownership.

- » Enhances risk perception and operational safety maturity across all levels of the organization.
- » **Behavioral Safety Transformation:** Leadership-driven programs, perception surveys, and focus groups foster a proactive safety culture.
- » **Governance:** A multi-tier structure led by an Apex Safety Committee, supported by specialized subcommittees for airside, terminal, and landside operations.
- » **Digital Integration:** The Digital Aero Shield platform enables centralized hazard reporting, permit-to-work management, audits, and CAPA tracking for real-time accountability.

Continuous Improvement and Performance Management

GHIAL institutionalizes improvement through a Plan → Review → Improve → Reward cycle:

- » **CIPs and Kaizens:** Cross-functional projects for process optimization.
- » **5S audits:** NPC surveillance score of 96.91%, highest among GMR airports.
- » **Power BI dashboards:** Real-time operational KPIs for proactive decision-making.



Glimpses of Sustainable Aviation Operations at RGIA

RGIA's infrastructure and operations are designed to deliver efficiency, safety, and a seamless passenger experience. Each facility reflects modern design, advanced technology, and a strong focus on sustainability.

Sustainable Aviation Operations



Electric GSE & Recharging Infrastructure



Solar Ground Support Equipment at RGIA



Electric Vehicles @ City side



Global Aviation Hub



RGIA connected a total of 96 destinations in FY25 - 72 domestic and 24 international destinations

Glossary

ACA:	Airport Carbon Accreditation
A-CDM:	Airport Collaborative Decision Making
ACI:	Airports Council International
ACI-ACA:	Airports Council International – Airport Carbon Accreditation
ACSF:	Airport Cyber Security Framework
AEP:	Airport Entry Permit
AHU:	Air Handling Unit
AI:	Artificial Intelligence
ANZ:	Airport Noise Zone
APAC:	Asia Pacific Accreditation Cooperation
APOC:	Airport Predictive Operation Centre
APU:	Auxiliary Power Unit
AQI:	Air Quality Index
ARFF:	Airport Rescue and Fire Fighting
ASSOCHAM:	Associated Chambers of Commerce and Industry of India
ASQ:	Airport Service Quality
ASTI:	Aviation Security Training Institute
ATF:	Aviation Turbine Fuel
ATM:	Air Traffic Movements
AVSEC:	Aviation Security
BCAS:	Bureau of Civil Aviation Security
BCP:	Business Continuity Plan
BFL:	Baggage Freight Loader
BME:	Bridge Mounted Equipment
CCTV:	Closed-Circuit Television
CEO:	Chief Executive Officer
CFE:	Consent for Establishment
CFO:	Consent for Operation
CISF:	Central Industrial Security Force
CISO:	Chief Information Security Officer
CO:	Carbon Monoxide
CO2:	Carbon Dioxide
COBCE:	Code of Business Conduct and Ethics

CORSIA:	Carbon Offsetting and Reduction Scheme for International Aviation
CRM:	Customer Relationship Management
CSR:	Corporate Social Responsibility
CY:	Calendar Year
DGCA:	Directorate General of Civil Aviation
EC:	Environmental Clearance
ERM:	Enterprise Risk Management
ESG:	Environmental, Social, and Governance
EV:	Electric Vehicle
FEGPU:	Fixed Electrical Ground Power Unit
FY:	Financial Year
GHG:	Greenhouse Gas
GHIAL:	GMR Hyderabad International Airport Limited
GHMC:	Greater Hyderabad Municipal Corporation
GIS:	Geographic Information System
GMR:	GMR Group
GMRVF:	GMR Varalakshmi Foundation
GPU:	Ground Power Unit
GRI:	Global Reporting Initiative
GSDs:	Ground Support Departments
GSE:	Ground Support Equipment
GVA:	Gross Value Added
GWP:	Global Warming Potential
HIRA:	Hazard Identification and Risk Assessment
HMWS&SB:	Hyderabad Metropolitan Water Supply and Sewerage Board
HR:	Human Resources
HSE:	Health, Safety, and Environment
HVAC:	Heating, ventilation, and air conditioning
IATA:	International Air Transport Association
ICAO:	International Civil Aviation Organization

ICMAI:	The Institute of Cost Accountants of India
IGBC:	Indian Green Building Council
IoT:	Internet of Things
ISO:	International Organization for Standardization
ISWM:	Integrated Solid Waste Management
IT:	Information Technology
IUCN:	International Union for Conservation of Nature
IWMF:	Integrated Waste Management Facility
JSA:	Job Safety Analysis
KLD:	Kilolitres per Day
KPI:	Key Performance Indicator
LEED:	Leadership in Energy and Environmental Design
LTAG:	Long Term (global) Aspirational Goal
MPPA:	Million Passengers Per Annum
MWp:	Megawatt peak
NABL:	National Accreditation Board for Testing and Calibration Laboratories
NGO:	Non-Governmental Organization
NMT:	Noise Monitoring Terminal
NZC:	Net Zero Carbon
O3:	Ozone
ODS:	Ozone Depleting Substances
OHS:	Occupational Health & Safety
ORM:	Online Reputation Management
PASH:	Policy Against Sexual Harassment
PAT:	Profit After Tax
PAX:	Passenger
PCA:	Pre-conditioned Air
PM:	Particulate Matter
PMP:	Performance Management Process
PPE:	Personal Protective Equipment
PPP:	Public Private Partnership

QR Code:	Quick Response Code
RE:	Renewable Energy
RFID:	Radio-Frequency Identification
RGIA:	Rajiv Gandhi International Airport
RTO:	Recovery Time Objective
RWH:	Rainwater Harvesting
SAF:	Sustainable Aviation Fuel
SAP:	Systems Applications and Products in Data Processing
SEBI:	Securities and Exchange Board of India
SCADA:	Supervisory Control and Data Acquisition
SDGs:	Sustainable Development Goals
SHGs:	Self Help Groups
SLA:	Service Level Agreement
SMART:	Specific, Measurable, Achievable, Relevant and Time-bound
SO ₂ :	Sulphur Dioxide
SOC:	Security Operations Centre
STEM:	Science, Technology, Engineering, and Mathematics
STP:	Sewage Treatment Plant
't':	tonnes
tCO ₂ e:	tonnes Carbon dioxide equivalent
TNI:	Training Needs Identification
TPD:	Tonnes Per Day
TGSPDCL:	Southern Power Distribution Company of Telengana Ltd.
UN:	United Nations
UNSDGS:	United Nations Sustainable Development Groups
USGBC:	United States Green Building Council

Assurance Certificate

INDEPENDENT ASSURANCE STATEMENT



To
The Management of GMR Hyderabad International Airport Limited

Introduction and objectives of work

The Management of **GMR Hyderabad International Airport Limited** (hereafter stated as “GHIAL” or the “Company”) have engaged us to undertake an Independent Assurance of the company’s Sustainability report for the financial year ended 31st March 2025 (i.e., GMR Hyderabad International Airport Limited’s Sustainability Report FY 2024-25) and provide Limited Assurance Statement on the aforesaid report. GHIAL has prepared the Sustainability Report with reference to Global Reporting Initiative (GRI) Standards, 2021 with stated parameters (Annexure 1) for the reporting period (FY 2024-25), based on which this overall assessment has been carried out. The greenhouse gas (GHG) emission data has been verified for the Calendar Year (CY) 2024 in accordance with the applicable verification standards and procedure. This Assurance Statement applies to the related information included within the scope of work described below.

Intended User

The intended user of this assurance statement is GMR Hyderabad International Airport Limited. We disclaim any liability or responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement. Bureau Veritas planned and performed the work to obtain the evidence, considered necessary to provide a basis for our assurance opinion. The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation / measurement errors and omissions. We did not engage with any external stakeholders as part of this assurance engagement.

Scope of Work

We have performed the Limited Assurance for Sustainability report verification engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) methodology and in line with the requirements of Bureau Veritas’s standard procedures and guidelines for External Assurance of Sustainability Reports, based on current best practice in independent assurance for the reporting period 1st April 2024 to 31st March 2025. Also Limited Assurance for the GHG Inventory for CY 2024 in line with International Standard on Assurance Engagements (ISAE) 3410.

The reporting boundaries considered for this reporting period are as follows:

<u>Office Name/ Location</u>	<u>Office Address</u>
Registered Office GMR Hyderabad International Airport Limited	GMR Aero Towers 1, 5th Floor, Hyderabad International Airport, Hyderabad – 500108, Telangana, India

As part of its Independent Assurance, we assessed the appropriateness and robustness of the underlying reporting systems and processes used to collect, analyse and review the information reported. In this process, we undertook the following activities:

The assessment was conducted through physical site visits at the Registered Office located at GMR Aero Towers 1, 5th Floor, Hyderabad International Airport, Hyderabad – 500108, Telangana, India.

Bureau Veritas interviewed personnel of Company including Corporate Sustainability, HR & Admin, EHS, SCM, Finance & Accounts, Legal & Compliance, Information Technology and other relevant departments and review of Company’s data & information systems for collection, aggregation, analysis and review.

Data on reported GRI Indicators were assessed for the location that was visited. Later, it was confirmed that the same assessed data went into preparation of the final data within the Sustainability Report 2024-25.

Management Responsibility

The Selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation, and presentation of information in the Sustainability report are the sole responsibility of the Company and its management. We are not involved in drafting or preparation of Sustainability Report. Our sole responsibility is to provide Independent Assurance on the Sustainability report for the financial year ended 31st March 2025.

Our findings

On the basis of our methodology and the activities described above,

- Nothing has come to our attention to indicate that the reported GRI Indicators/Material topics are inaccurate or that the information included therein is not fairly stated.
- It is our opinion that Company has established appropriate systems for the collection, aggregation, and analysis of data on Sustainability/Non-Financial performance disclosures with reference to GRI Standards.
- The Sustainability Report provides a fair representation of the Company’s activities as included therein.
- The information is presented in a clear, understandable, and accessible manner, and allows readers to form a balanced opinion over the Company and status during the reporting period.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period.
- Positional statements (expressions of opinion, belief, aim or future intention by the Company and statements of future commitment).
- Competitive claims in the report claiming, “first company in India”, “first time in India”, “first of its kind”, etc.

Our assurance does not extend to the activities and operations of the Company outside of the scope and geographical boundaries as well as the operations undertaken by any subsidiaries or joint ventures of the Company.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

Statement of Independence, Integrity, and Competence

Bureau Veritas is an independent professional services company that specializes in quality, environmental, health, safety, and social accountability with over 196 years history. Its assurance team has extensive experience in conducting assessments over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified Quality Management System which complies with the requirements of ISO 9001:2015 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the International Federation of Inspections Agencies (IFIA), across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour, and high ethical standards in their day-to-day business activities.

The assurance team for this work does not have any involvement in any other Bureau Veritas projects with GMR Hyderabad International Airport Limited.

Competence

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems and processes and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Conclusion

On the basis of our methodology and the activities described above, it is our opinion that the Sustainability Report for FY 2024-25 of “GHIAL” from the operations within the reporting boundary and the reporting period, as described above, is prepared in all material respects in line with the applicable criteria here before stated.

The reviewed statements within the scope of our verification are transparent and the information included therein is fairly stated.

Restriction on use of Our Report

Our Limited Assurance report for Sustainability Report have been prepared and addressed to the Management of GMR Hyderabad International Airport Limited at the request of the company solely to assist the company in reporting on the Company's Sustainability performance and activities. Accordingly, we accept no liability to anyone other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.



Syed Ahamed Mohiuddin
Lead Assuror

Bureau Veritas (India) Private Limited
Hyderabad, India

Dt: 14.11.2025



Rupam Baruah
Technical Reviewer

Bureau Veritas (India) Private Limited
Hyderabad, India

Dt: 17.11.2025



GRI Index



GRI Standard		Page #	Status	Remarks
General Disclosure				
GRI 2: General Disclosures 2021	2-1 Organizational details	8	Reported	
	2-2 Entities included in the organization's sustainability reporting	5	Reported	
	2-3 Reporting period, frequency and contact point	5	Reported	
	2-4 Restatements of information	-	NA	Not Applicable in this reporting period. There are no restatements from the previous sustainability report
	2-5 External assurance	72-75	Reported	
	2-6 Activities, value chain and other business relationships	-	Not reported	Specific data related to supply chain is not disclosed.
	2-7 Employees	39	Reported	
	2-8 Workers who are not employees	-	NA	There are no workers for the reporting period.
	2-9 Governance structure and composition	57	Reported	
	2-10 Nomination and selection of the highest governance body	57	Reported	
	2-11 Chair of the highest governance body	57	Reported	
	2-12 Role of the highest governance body in overseeing the management of impacts	-	Not reported	
	2-13 Delegation of responsibility for managing impacts	57	Reported	
	2-14 Role of the highest governance body in sustainability reporting	57	Reported	
	2-15 Conflicts of interest	-	Not reported	
	2-16 Communication of critical concerns	58	Reported	
	2-17 Collective knowledge of the highest governance body	57	Reported	
	2-18 Evaluation of the performance of the highest governance body	-	Not reported	
	2-19 Remuneration policies	-	Not reported	
	2-20 Process to determine remuneration	-	Not reported	Remuneration details are deemed confidential

GRI Standard		Page #	Status	Remarks
	2-21 Annual total compensation ratio	-	Not reported	Compensation details are deemed confidential
	2-22 Statement on sustainable development strategy	15	Reported	
	2-23 Policy commitments	58	Reported	
	2-24 Embedding policy commitments	58	Reported	
	2-25 Processes to remediate negative impacts	22, 23	Reported	
	2-26 Mechanisms for seeking advice and raising concerns	48	Reported	
	2-27 Compliance with laws and regulations	30	Reported	
	2-28 Membership associations	-	Not Reported	To be disclosed in future
	2-29 Approach to stakeholder engagement	19	Reported	
	2-30 Collective bargaining agreements	-	Not Reported	
Material Topics				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	19	Reported	
	3-2 List of material topics	19	Reported	
	3-3 Management of material topics	19	Reported	
Biodiversity				
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	-	Not reported	No biodiversity policy is in place for the reporting period.
	101-2 Management of biodiversity impacts	36	Partially Reported	
	101-3 Access and benefit-sharing	36	Partially Reported	
	101-4 Identification of biodiversity impacts	-	Not reported	To be disclosed in future
	101-5 Locations with biodiversity impacts	-	Not reported	
	101-6 Direct drivers of biodiversity loss	-	Not reported	
	101-7 Changes to the state of biodiversity	-	Not reported	
	101-8 Ecosystem services	-	Not reported	
Economic Performance				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	11	Reported	Economic Performance indicators disclosed on Page 11, other financial details are deemed confidential.
	201-2 Financial implications and other risks and opportunities due to climate change	-	Not reported	To be disclosed in future

GRI Standard		Page #	Status	Remarks
	201-3 Defined benefit plan obligations and other retirement plans	-	Not reported	
	201-4 Financial assistance received from government	-	Not reported	
Market Presence				
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage		Not reported	Wage related infromation is deemed confidential. However, as an organization we comply with local laws on minimum wages.
	202-2 Proportion of senior management hired from the local community		Not reported	
Indirect Economic Impacts				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	29, 66-68	Reported	
	203-2 Significant indirect economic impacts	13	Reported	
Procurement Practices				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	-	Not reported	To be disclosed in future
Anti-corruption				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption			
	205-2 Communication and training about anti-corruption policies and procedures	59	Reported	
	205-3 Confirmed incidents of corruption and actions taken	-	Reported	
Anti-competitive Behavior				
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		Not Reported	Our CoBCE provides guidance on anti-competitive behaviour and anti-trust and monopoly practices.
Tax				
GRI 207: Tax 2019	207-1 Approach to tax		Not Reported	Financial Information are deemed confidential
	207-2 Tax governance, control, and risk management			
	207-3 Stakeholder engagement and management of concerns related to tax			
	207-4 Country-by-country reporting			
Energy				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	25	Reported	

GRI Standard		Page #	Status	Remarks
	302-2 Energy consumption outside of the organization	25	Reported	
	302-3 Energy intensity	28	Reported	
	302-4 Reduction of energy consumption	25	Reported	
	302-5 Reductions in energy requirements of products and services	26	Reported	
Water and Effluents				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	31	Reported	
	303-2 Management of water discharge-related impacts	31	Reported	Zero Liquid Discharge (ZLD) is practiced at RGIA.
	303-3 Water withdrawal	32	Reported	
	303-4 Water discharge	31-32	Reported	
	303-5 Water consumption	32	Reported	
Emissions				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	28	Reported	This is reported for CY 2024 as per ACI's Airport Carbon Accreditation programme.
	305-2 Energy indirect (Scope 2) GHG emissions	28	Reported	
	305-3 Other indirect (Scope 3) GHG emissions	28	Reported	
	305-4 GHG emissions intensity	28	Reported	
	305-5 Reduction of GHG emissions	26	Reported	
	305-6 Emissions of ozone-depleting substances (ODS)	28	Reported	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	30	Reported	
Waste				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	34	Reported	
	306-2 Management of significant waste-related impacts	35	Reported	
	306-3 Waste generated	35	Reported	
	306-4 Waste diverted from disposal	34	Reported	
	306-5 Waste directed to disposal	34	Reported	

GRI Standard		Page #	Status	Remarks
Supplier Environmental Assessment				
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	-	Not reported	To be assessed and disclosed in future
	308-2 Negative environmental impacts in the supply chain and actions taken	-	Not reported	
Employment				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	39	Reported	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	39	Reported	
	401-3 Parental leave	39	Reported	
Labor/Management Relations				
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	-	Not Reported	It will be as per the employment policy
Occupational Health and Safety				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	40	Reported	
	403-2 Hazard identification, risk assessment, and incident investigation	40	Reported	
	403-3 Occupational health services	40	Reported	
	403-4 Worker participation, consultation, and communication on occupational health and safety	41	Reported	
	403-5 Worker training on occupational health and safety	41	Reported	
	403-6 Promotion of worker health	40	Reported	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	40	Reported	
	403-8 Workers covered by an occupational health and safety management system	41,42	Reported	
	403-9 Work-related injuries	42	Reported	
	403-10 Work-related ill health	42	Reported	
Training and Education				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	43	Reported	

GRI Standard		Page #	Status	Remarks
	404-2 Programs for upgrading employee skills and transition assistance programs	44, 45	Reported	
	404-3 Percentage of employees receiving regular performance and career development reviews	45	Reported	
Diversity and Equal Opportunity				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	57, 45	Reported	
	405-2 Ratio of basic salary and remuneration of women to men	45	Reported	
Non-discrimination				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	39	Reported	There is no incidents of discrimination at GHIAL
GRI 407: Freedom of Association and Collective Bargaining 2016				
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-	Not reported	
Child Labor				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	-	NA	At GHIAL, child labour and forced labour are unequivocally denounced
Forced or Compulsory Labor				
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	-	NA	At GHIAL, child labour and forced labour are unequivocally denounced
Security Practices				
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	-	Not Reported	To be assessed and disclosed in future
Rights of Indigenous People				
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous people	-	NA	GHIAL's operations do not affect the rights of indigenous people.
Local Communities				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	49	Reported	GHIAL's operations do not have any significant negative impacts on the local communities. The community development initiatives are specifically focussed on adding value to the local communities.
	413-2 Operations with significant actual and potential negative impacts on local communities	49-52	Reported	
Supplier Social Assessment				

GRI Standard		Page #	Status	Remarks
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	-	Not Reported	To be disclosed in future
	414-2 Negative social impacts in the supply chain and actions taken	-	Not Reported	
Public Policy				
GRI 415: Public Policy 2016	415-1 Political contributions	-	Not Reported	
Customer Health and Safety				
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	53,54	Reported	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	53,54	Reported	
Customer Privacy				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	60, 61	Reported	

Disclaimer and Forward-Looking Statements

This Report is intended solely for general informational purposes and should not be construed as financial, legal or investment advice, nor does it form the basis of or constitute any contract, commitment, offer or solicitation of any kind.

This Report may include certain forward-looking statements, that are based on current assumptions, expectations and projection of future events, which may can be identified by their use of terms such as 'plans', 'expects', 'will', 'anticipates', 'believes', 'intends', 'projects', 'estimates', or similar words or expressions. All statements that

discuss expectations or projections about the future, including statements about our growth strategy, market position, expenses, and financial results, are considered forward-looking statements. These statements are based on certain assumptions, plans, and expectations of future events. However, we cannot guarantee the accuracy or realization of these assumptions and expectations. As a result, our actual results, performance, or achievements may differ significantly from those projected in any forward-looking statements. We do not assume any responsibility to publicly

amend, modify, or revise these forward-looking statements based on subsequent developments, information, or events. None-the-less, we are actively working on various initiatives and short-term and medium-term goals to promote sustainability. Additionally, we are enhancing our data collection and reporting processes to ensure better disclosure and transparency for our stakeholders



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