



5 August 2024

**National Stock Exchange of India Limited**  
“Exchange Plaza”,  
Bandra - Kurla Complex,  
Bandra (E),  
Mumbai – 400 051

**BSE Limited**  
Phiroze Jeejeebhoy  
Towers,  
Dalal Street,  
Mumbai – 400 001

Dear Sirs,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24**

**Ref: “Vodafone Idea Limited” (IDEA/532822)**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report of the Company along with Independent reasonable assurance statement for BRSR core, which forms part of the Annual Report for the Financial Year 2023-24.

We request you to kindly take the above in your records and consider it as compliance as per Listing Regulations.

Thanking you,

Yours truly,  
For **Vodafone Idea Limited**

**Pankaj Kapdeo**  
**Company Secretary**

Encl.: As above

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

## Introduction to Business Responsibility and Sustainability Report (BRSR)

Disclosure requirements have leapfrogged globally in the last decade, holding companies accountable for their identification of Environment, Social and Governance (ESG) responsibilities and their transparent incorporation in annual disclosures.

In line with these global developments, the Securities and Exchange Board of India (SEBI), in its continued efforts to enhance disclosures on ESG standards, introduced new requirements for sustainability reporting by listed companies. The new reporting format named, Business Responsibility and Sustainability Report (BRSR), aims to establish links between the financial results of a business with its ESG performance.



**SEBI has mandated that the BRSR will be applicable to the top 1,000 listed entities (by market capitalization) for reporting on a voluntary basis for Financial Year 2021-22 and on a mandatory basis from Financial Year 2022-23. Additionally, in accordance with SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 it is mandated to undertake reasonable assurance of the BRSR Core for the top 150 listed companies on the basis of market capitalization for the Financial Year 2023-24.**

**Section A: General Disclosures****I. Details of the Listed Entity**

1. Corporate Identity Number (CIN) of the Company	L32100GJ1996PLC030976
2. Name of the Listed Entity	Vodafone Idea Limited
3. Year of Incorporation	1995
4. Registered Office Address	Suman Tower, Plot No. 18, Sector 11, Gandhinagar - 382 011, Gujarat
5. Corporate Address	Birla Centurion, 10th Floor, Century Mills Compound, Pandurang Budhkar Marg, Worli, Mumbai - 400030 (Maharashtra)
6. E-mail	shs@vodafoneidea.com
7. Telephone	079-66714000
8. Website	www.myvi.in
9. Financial Year for which reporting is being done	2023 – 2024
10. Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited 2. BSE Limited
11. Paid-up Capital	₹ 501,198,203,750
12. Name and Contact Details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Anjali Hans Executive Vice President (Regulatory, CSR & External Communications Head) Tel: 9594004000 anjali.hans@vodafoneidea.com
13. Reporting Boundary	Report is done on a standalone basis
14. Name of Assurance provider	Emergent Ventures India Private Limited (EVI)
15. Type of Assurance obtained	Reasonable Assurance

**II. Products / Services****16. Details of business activities:** (accounting for 90% of the turnover)

Sr. no.	Description of the main activity	Description of business activity	% of turnover of the entity
1.	Information and Communication	Wired, wireless or satellite telecommunication activities	100%

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

Sr. no.	Product/Service	NIC Code	% of total turnover contributed
1.	<b>Wireless Telecommunication Activities</b>		
	• Activities of Internet access by the operator of the wireless infrastructure.	612	99%
	• Activities of maintaining and operating cellular and other telecommunication networks.		
2.	<b>Wired Telecommunication Activities</b>		
	• Activities of basic telecom services: telephone, telex, and telegraph.	611	1%
	• Activities of providing internet access by the operator of the wired infrastructure.		

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

Location	Number of plants	Number of offices	Total
National	0	19	19
International	0	0	0

**19. Markets served by the entity****a. Number of locations:**

Locations	Number
National (No. of States)	28 States + 8 Union Territories
International (No. of Countries)	NIL

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

8%

**c. A brief on types of customers**

Vodafone Idea Limited (VIL) serves all sections of consumers ranging from New Consumer Classification System (NCCS), Urban Metro Dwellers and Rural consumers, across the length and breadth of the country.

**IV. Employees****20. Details as at the end of the Financial Year:****a. Employees and Workers (including differently abled):**

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employee</b>						
1	Permanent (D)	9670	7767	80%	1903	20%
2	Other than Permanent (E)	6414	4400	69%	2014	31%
3	Total Employees (D + E)	16084	12167	76%	3917	24%
<b>Workers*</b>						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Workers (F + G)	0	0	0	0	0

**Note:** \*VIL does not have any workers**b. Differently abled Employees and Workers:**

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently Abled Employees</b>						
1	Permanent (D)	3	3	100%	0	0%
2	Other than Permanent (E)	-	-	-	-	-
3	Total Employees (D + E)	3	3	100%	0	0%
<b>Differently Abled Workers*</b>						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Workers (F + G)	0	0	0	0	0

**Note:** \*VIL does not have any workers.

**21. Participation/Inclusion/Representation of women:**

	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	12	1	8.33%
Key Management Personnel (KMP)	3	0	0

**22. Turnover rate for Permanent Employees and Workers** (Disclose trends for the past 3 years):

	FY 2023-24			FY 2022-23			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15.4%	21.0%	16.5%	23.8%	24.2%	23.9%	26.0%	26.7%	26.1%
Permanent Workers*	0	0	0	0	0	0	0	0	0

**Note:** \*VIL does not have any workers.

**V. Holding, Subsidiary and Associate Companies (including Joint Ventures)****23. Names of Holding / Subsidiary / Associate Companies / Joint Ventures:**

S. No.	Name of the Holding / Subsidiary / Associate Companies / Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Ventures	% of Shares Held by Listed Entity	Does the Entity Indicated at column A, Participate in the Business Responsibility Initiatives of the Listed Entity? (Yes/No)
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Refer to the section "Salient features of the Financial Statement of Subsidiaries, Associates and Joint Ventures for the year ended March 31, 2024, pursuant to Section 129 (3) of the Companies Act, 2013" forming part of this Annual Report.

**VI. CSR Details**

**24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:** No

**(ii) Turnover (in ₹):** 4,23,211 Mn

**(iii) Net worth (in ₹):** 1,036,440 Mn

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Several mechanisms to addressing grievances of communities and beneficiaries have been established across our programs implemented by Vodafone Foundation. Using a wide variety of channels, we actively seek feedback, suggestions and complaints and resolve them in pre-defined turnaround time. E.g., in Connecting for Good programme, beneficiaries can raise their concerns through emails, chat and during regular interactions with our partners. In Scholarship programme, beneficiaries are able to reach out to our multi-lingual support team and can also raise their concerns through Chatbot. Additionally, beneficiaries can raise their concerns using social media channels which are responded to within well-defined timeframe. <a href="https://www.myvi.in/content/dam/microsite/pdfs/corporategovernance/CSR_Policy.pdf">https://www.myvi.in/content/dam/microsite/pdfs/corporategovernance/CSR_Policy.pdf</a>	0	0	Vodafone Foundation has established several mechanisms for addressing grievance of beneficiaries of various programs. Using a wide variety of channels, the Foundation actively seeks feedback, suggestions and complaints as well as resolves them in a pre-defined turnaround time.	0	0	Vodafone Foundation has established multiple-effective mechanisms for addressing grievance of beneficiaries of various programs. Using a wide variety of channels, the Foundation actively seeks feedback, suggestions and complaints as well as resolves them in a pre-defined turnaround time.
Shareholders/ Investors	Yes To redress shareholders/ investors grievances, the Company has a dedicated email ID shs@vodafoneidea.com to which investors may send complaints. <a href="https://www.myvi.in/investors/investors-support">https://www.myvi.in/investors/investors-support</a>	327	0		94	0	To redress shareholders/ investors grievances, the Company has a dedicated email ID shs@vodafoneidea.com to which investors may send complaints.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employee & Workers	Vi has a detailed and comprehensive grievance redressal mechanism for employees. <u>Code of Conduct</u>	5	1	Pending resolution as it is under investigation	7	0	-
Customers	Yes <a href="https://www.trai.gov.in/consumer-info/telecom/grievance-redressal-mechanism">https://www.trai.gov.in/consumer-info/telecom/grievance-redressal-mechanism</a>	9771432	14869	Vi adheres to TRAI Policy of grievance redressal. Customer can register complaints through different modes (CC, Store, App, Web, Email, DoT/ TRAI/PG portal etc.). Customer receives the Service Request number via SMS along with TAT at the time of complaint registration. Complaint is resolved by the Central Back Office team as per the pre-defined TAT, and the resolution is communicated via SMS / Call. In case the customers are not satisfied with the resolution, they have the option to appeal within 30 days of the resolution	15042925	7857	Vi adheres to TRAI Policy of grievance redressal. Customer can register complaints through different modes (CC, Store, App, Web, Email, DoT/ TRAI/PG portal etc.). Customer receives the Service Request number via SMS along with TAT at the time of complaint registration. Complaint is resolved by the Central Back Office team as per the pre-defined TAT, and the resolution is communicated via SMS / Call. In case the customers are not satisfied with the resolution, they have the option to appeal within 30 days of the resolution

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners	VI has a stringent process to record grievances from value chain partners which include contractors, suppliers, channel partners, vendors, business associates, among other value chain partners. <a href="https://vodafoneidea.integritymatters.in">https://vodafoneidea.integritymatters.in</a>	0	0		0	0	

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

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

Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Change	Risk	There is a need to keep a watch on emerging regulations within the telecom sector and globally on climate change (India has taken a Net Zero target by 2070 because of the UNFCCC negotiations in the COP), which focus on clean technologies and renewable energy.  Over recent years, India has faced severe consequences of climate change, affecting both humans and physical infrastructure. Telecom disruptions not only threaten Vodafone Idea with significant restructuring costs but also hinder essential communication pre and post-disaster, crucial for disaster prevention and rescue efforts.	<ul style="list-style-type: none"> <li>• Creating a structured governance framework to oversee climate change related issues.</li> <li>• Designating a Sustainability/ ESG committee to overlook all the risks, mitigation measures and contingency plans for if there is a risk.</li> </ul>	Negative
2	E-waste Management	Risk	Telecom equipment, networking infrastructure, contributes significantly to e-waste generation. Inadequate e-waste management poses environmental and health hazards, regulatory non-compliance risks, and reputational damage. Effective management strategies are essential to mitigate these risks, ensure regulatory compliance.	<ul style="list-style-type: none"> <li>• Partnering with relevant government agencies to ensure proper handling, recycling, and disposal of electronic waste.</li> <li>• Adhering to e-waste management regulations.</li> <li>• Regularly monitoring e-waste management practices.</li> </ul>	Negative



Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Customer Privacy & Data Security	Risk	<p>Instances of usage and selling of consumer data / data privacy breaches are leading to rising privacy concerns. It is important for VIL to communicate transparently about the policies regarding the quantity, kind, and use of consumer data that is provided to third parties.</p> <p>In the age of increased cybersecurity threats, protecting customer data is paramount to maintaining competitiveness and safeguarding the integrity of their services.</p> <p>In India, there are ongoing efforts to update regulations regarding privacy and personal data protection through the DPDP Act. This proposed Act aims to regulate the usage and protection of customer data.</p> <p>Data security concerns can affect customer acquisition and retention, decrease market share, and decrease the demand for VIL services. Data loss can result in the unintentional disclosure of private information, which could result in non-compliance, legal ramifications, and damage to our brand's reputation.</p>	<ul style="list-style-type: none"> <li>• VIL has been taking steps such as meticulous planning, rigorous assessment, and proactive measures to align our practices with the requirements outlined in the DPDP Act.</li> <li>• VIL is bound by/ complies with license terms to ensure confidentiality of subscriber information.</li> <li>• Conducting customer privacy audits regularly.</li> <li>• Disciplinary action in case of breaches.</li> <li>• Creating stringent measures to ensure customer privacy.</li> <li>• Minimize data retention.</li> <li>• Remaining complaint with the regulation.</li> </ul>	Negative
4.	Quality of Network Infrastructure	Risk	<p>Network infrastructure is vulnerable to technological failure which can be caused by either human mistake or natural disasters, which can affect the quality of VIL's services. Rapid technological advancements in the IT industry makes it necessary for VIL to make technological upgrades that are necessary to satisfy growing client demand for stronger and better network connectivity. Failure to do so could adversely affect VIL's business and market share.</p>	<ul style="list-style-type: none"> <li>• Conducting regular quality checks.</li> <li>• Recording the number of complaints to mitigate risks.</li> </ul>	Negative
5.	Talent Attraction and Development	Opportunity	<p>An organisation with talented employees presents an opportunity for VIL to promote innovation, improve service delivery, and enhance customer satisfaction. As we evolve from a traditional telecom firm to a digital enterprise, our ability to attract and upskill talent will be critical to improve our business performance and increase market share.</p>		Positive
6.	Health, Safety and Employee wellbeing	Opportunity	<p>Prioritizing employee health and safety fosters a positive work environment, and mitigates operational risks. Wellness measures taken by VIL not only prevents physical harm but also addresses mental health challenges, enhancing employee satisfaction and productivity.</p>	<p>Continuous improvement process to regularly review, assess, and enhance health safety and wellbeing initiatives.</p>	Positive

Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Competitive Behavior	Opportunity	A healthy competition between different telecom companies results in every company trying to get a technological edge to acquire more market share and a bigger customer base.	<ul style="list-style-type: none"> <li>• Creating short-term, mid-term, and long-term response strategies to ensure company's capability to handle an emergency or a fast-changing situation.</li> <li>• Deploying new or updated risk frameworks and guidelines.</li> </ul>	Positive
8	Diversity, Equity and Inclusion	Opportunity	Diversity and Inclusion can help in strengthening the organization's decision making and image in the industry. Companies that are diverse, and inclusive are better at responding to challenges, accumulating top talent, and meeting the needs of their customers. Other benefits of diversity and inclusion are: <ul style="list-style-type: none"> <li>• Improving the quality of decision making.</li> <li>• Increasing customer insight and innovation.</li> <li>• Driving employee motivation and satisfaction.</li> </ul>		Positive
9	Regulatory Compliance	Risk	Failure to comply with regulatory compliance can lead to legal penalties, reputational damage, and operational disruptions. By prioritizing regulatory compliance, VIL can mitigate risks, build trust with stakeholders, fostering long-term sustainability and value creation and also enhance its ESG performance.	VIL regularly monitoring and reporting compliances and also maintains over sight on changing regulations and legislations to ensure continued compliances.	Negative

## Section B: Management and Process Disclosures

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

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1 -P9 as given below:

- P1 Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable.
- P2 Businesses should provide goods and services in a manner that is sustainable and safe.
- P3 Businesses should respect and promote the well-being of all employees, including those in their value chains.
- P4 Businesses should respect the interests of and be responsive towards all its stakeholders.
- P5 Businesses should respect and promote human rights.
- P6 Businesses should respect, protect, and make efforts to restore the environment.
- P7 Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- P8 Businesses should promote inclusive growth and equitable development.
- P9 Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure	P	P	P	P	P	P	P	P	P
Questions	1	2	3	4	5	6	7	8	9
<b>Policy and Management Processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>c. Web Link of the Policies, if available</b>	<a href="https://www.myvi.in/investors/corporate-governance">https://www.myvi.in/investors/corporate-governance</a>								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	<p>Yes, all the enlisted policies extend to our value chain partners wherever required. The extension to value chain partners across policies is mentioned within each policy drafted and uploaded on our website: <a href="https://www.myvi.in/investors/corporate-governance">https://www.myvi.in/investors/corporate-governance</a>.</p> <p>The policies that VIL has adopted are in conformity with relevant national and international standards, wherever statutorily applicable. The policies are compliant with the NGRBCs issued by the Ministry of Corporate Affairs and are drafted after taking into consideration the best practices adopted across the industry.</p>								
<b>4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	<p>P9 Providing Customer Value</p> <ul style="list-style-type: none"> <li>- ISO 27001 certified Information Security Management System;</li> <li>- ISO 27701 certified Privacy Information Management;</li> <li>- PCI DSS 4.0 certified The Payment Card Industry Data Security Standard; and</li> <li>- SOC2 Type II certified.</li> </ul>								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	<p>Vodafone Idea is continuing its sustainability journey with special focus on energy efficiency and emission reduction. This ultimately furthers VIL's commitment to addressing global environmental issues such as climate change and global warming. The emission levels of the Network are being tracked annually as per DoT guidelines. More than 1000 co-owned sites are exclusive solar energy solutions.</p>								
<b>6. Performance of the entity against the specific commitments, goals, and targets alongwith reasons in case the same are not met.</b>	<p>Currently, VIL is striving to add renewable resources such as solar and wind energies at VIL owned facilities based on regulatory and commercial feasibility. In FY 2023-24, more than 40 Million kWh have been from renewable energy sources. We give critical importance to ESG aspects across business operations.</p>								

## Governance, leadership and oversight

### 7. Statement by Director responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements.

At Vodafone Idea, we are deeply committed to environmental sustainability, social inclusion, and robust governance practices. Our efforts across these pillars reflect our dedication to create value for our stakeholders while contributing positively to society and the environment.

In our pursuit of environmental stewardship, we have initiated various green projects within our Commercial Warehouses. Through innovative measures such as double-sided printing, use of recycled paper, and reutilization of packing materials, we have saved 289 trees and reduced carbon emissions significantly. Additionally, the installation of LED lights and motion sensors has led to a substantial reduction in electricity consumption, resulting in annual savings of ₹ 71 lakhs. Our investment in solar panels and the adoption of battery-operated Material Handling Equipment (MHE) have further contributed to our carbon footprint reduction goals. We also uphold stringent processes for managing site return materials, ensuring their optimal utilization and environmentally sound disposal. Our focus lies in reutilizing these materials by repairing usable and repairable items. In FY24, we successfully redeployed approximately ₹ 1,910 crores worth of materials, demonstrating our dedication to maximizing resource efficiency.

Recognizing the importance of diversity and inclusion, we have taken proactive steps to create equal opportunities for all. Our Commercial Warehouses proudly employ female staff and individuals with disabilities, achieving a commendable 34% diversity within two years. We have increased female employees from 74 to 132 and PWD employees from 6 to 22, setting a precedent for inclusivity in the telecom industry.

Our commitment to supplier diversity extends beyond our workforce to our supply chain. We have implemented a dedicated policy to engage with marginalized and vulnerable suppliers, including women-owned enterprises and businesses owned by persons with disabilities. Since its inception, we have successfully onboarded 12% diversified suppliers, fostering economic growth and inclusivity in our communities.

The health, safety, and wellbeing of our employees and partners remain paramount. We have implemented stringent measures to ensure a safe working environment, including comprehensive safety inductions, regular deep dive audits, and robust contractor onboarding processes. Our proactive approach to HSW, encompassing people, processes, and properties, reflects our unwavering commitment to safeguarding all individuals associated with Vodafone Idea.

Additionally, our robust governance framework has ensured adherence to regulatory requirements and ethical business conduct, enhancing trust and credibility among stakeholders.

We remain steadfast in our commitment to ESG principles. Through collaborative efforts and innovative solutions, we are confident in our ability to create long-term value for our stakeholders while contributing to a sustainable future.

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Akshaya Moondra  
Chief Executive Officer  
akshaya.moondra@vodafoneidea.com

**9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.** A group of senior leaders across different business functions who meet on regular basis to discuss about the sustainability related issues.

### 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	Review undertaken by concerned departments.									Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Review undertaken by concerned departments.									Quarterly								

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

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

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

**Table 1- Weblinks of the Policies aligned to NGRBC Principles**

<b>Principle</b>	<b>Principle description</b>	<b>Vodafone Idea’s Policy(s)</b>
P1	<b>Ethics, Transparency and Accountability:</b> Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	<a href="#">Code of Conduct</a> <a href="#">Speak Up Policy</a>
P2	<b>Product Lifecycle Sustainability:</b> Businesses should provide goods and services in a manner that is sustainable and safe	Energy and Carbon Management Policy (Available on Intranet)
P3	<b>Employee Well-being:</b> Businesses should respect and promote the well-being of all employees, including those in their value chains	<a href="#">Code of Conduct</a>
P4	<b>Stakeholder Engagement:</b> Businesses should respect the interests of and be responsive to all its stakeholders	<a href="#">Code of Conduct</a>
P5	<b>Promoting Human Rights:</b> Businesses should respect and promote human rights	<a href="#">Code of Conduct</a> <a href="#">Privacy Policy</a> HSW Policy (Available on Intranet)
P6	<b>Protection of Environment:</b> Businesses should respect and make efforts to protect and restore the environment	<a href="#">Code of Conduct</a> Energy and Carbon Management Policy (Available on Intranet)
P7	<b>Responsible Policy Advocacy:</b> Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	<a href="#">Code of Conduct</a>
P8	<b>Support Inclusive Growth:</b> Businesses should promote inclusive growth and equitable development	<a href="#">Code of Conduct</a> <a href="#">CSR Policy</a>
P9	<b>Providing Customer Value:</b> Businesses should engage with and provide value to their consumers in a responsible manner	<a href="#">Code of Conduct</a> <a href="#">Privacy Policy</a>

## SECTION C: Principle wise Performance Disclosure

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

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

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the Financial Year:

Segment	Total number of training and awareness programmes held	Topics covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	NIL	NIL	NIL
Key Managerial Personnel	3	<ul style="list-style-type: none"> <li>Awareness programme on Strategy and Roadmap for BRSR including updates on BRSR Core and SEBI Circular of July 2023.</li> <li>Internal workplace post on Embracing Business Sustainability at Vi for creating awareness on ESG.</li> </ul>	100%
Employees other than BOD and KMPs**	Internal ILT/VILT- 214	Internal ILT / VILT on people development – Trainings conducted on Company Policies include: <ul style="list-style-type: none"> <li>- Code of Conduct</li> <li>- Health and Safety</li> <li>- Data Security and Privacy</li> </ul>	Overall 100% coverage
	Gyanodaya programs – 27 Programs	Gyanodaya - Leadership development programs -	
	GVC Courses Videos – 14,875	GVC - online courses and videos 9,37,542 completions	
Workers*	0	0	0

#### Note:

\*VIL does not have any workers

\*\*Employees covered

- **9670 have completed** training on CoC, HSW, Data security and Privacy and other company policies
- **234 employees** were covered under Gyanodaya - Leadership development programs

**2. Details of Fines / Penalties /Punishment/ Award/ Compounding Fees/ Settlement Amount Paid in Proceedings (by the Entity or by Directors / KMPs) with Regulators/ Law Enforcement Agencies/ Judicial Institutions, in the Financial Year in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulations 30 of SEBI (Listing Obligation and Disclosure Obligations) Regulations 2015 and as disclosed on the entity's website:**

Monetary					
NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/ Judicial Institution	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)	
Penalty/ Fine	NA	0	NA	NA	
Settlement	NA	0	NA	NA	
Compounding Fee	NA	0	NA	NA	

**Note:** Hereinafter NA indicates Not Applicable

Non- Monetary					
NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/ Judicial Institution	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)	
Imprisonment	NA	0	NA	NA	
Punishment	NA	0	NA	NA	

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

Case Details	Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions
Not applicable	

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

- Yes, VIL upholds the highest standards of integrity and transparency through its Code of Conduct (CoC). The same can be accessed at "[Code of Conduct](#)" VIL has a robust anti-bribery and anti-corruption policy embedded within the Code of Conduct. As per the Code, any Director, full and part-time employees, subsidiaries and any other authorized representative of VIL should endeavour to deal fairly across all interactions and routine business activities. As per the Policy, employees and their relatives are not permitted to offer or receive bribes in the form of gifts, cash, facilities, or any other manner, either directly or indirectly.
- The Policy also provides guidelines on due diligence to be exercised at the time of selecting firms/entities for doing business, to avoid risks of bribery and corruption.
- Training on Anti-Corruption and Anti-Bribery: VIL employees are required to undergo an annual refresher training on the policy to acknowledge their understanding and commit to adhering to the defined guidelines.
- Monitoring and Redressal of Corruption cases: VIL has provided a whistle-blower mechanism to all employees and third parties to report any concerns associated with unethical business practices, including corruption and bribery.
- VIL has a formal procedure to investigate and address any complaint on bribery/ corruption and takes suitable disciplinary action in accordance with its Consequence Management Policy. Such misconduct is periodically reported to the Audit Committee of the Board.
- Disciplinary actions can include penalties, legal action and even termination of employment or business contract, depending upon severity of the breach.
- The anti-bribery policy forms part of the CoC and reiterates that VIL does not tolerate any kind of facilitation payments. All business partners are also expected to follow similar standards of ethics when conducting business with VIL. Every vendor / supplier contract and purchase order include clauses on ethical purchase, bribery and corruption.

**5. Number of Directors/KMPs/Employees/Workers against whom disciplinary action was taken by any Law Enforcement Agency for the charges of bribery/ corruption:**

	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

**6. Details of complaints with regard to conflict of interest:**

	FY 2023-24	FY 2022-23
Number of complaints received in relation to issues of Conflict of Interest of the Directors.	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs.	0	0

**7. Provide details of any corrective action taken or underway on issues related to Fines / Penalties / Action taken by Regulators/ Law Enforcement Agencies/ Judicial Institutions, on cases of Corruption and Conflicts of Interest:**

Not applicable, since no fines, penalties or actions were imposed by regulatory, law enforcement or judicial authorities on cases related to corruption and conflicts of interest.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	233	223

**Note:** Reasonable assurance is carried out by Emergent Ventures India Private Limited.

**9. Provide details of concentration of purchases and sales with trading houses, dealers and related parties along with loans and advances & investments, with related parties in the following format:**

Parameter	Metrics	FY 2023-24	FY 2022-23
<b>Concentration of Purchases</b>	a. Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
<b>Concentration of Sales</b>	a. Sales to dealers/ distributors* as % of total sales	30%	32%
	b. Number of dealers/distributors to whom sales are made	12897	12878
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	5%	4%



Parameter	Metrics	FY 2023-24	FY 2022-23
<b>Share of RPTs in</b>	a. Purchases (Purchases with related parties/ Total purchases)**	33%	34%
	b. Sales (Sales to related parties/ Total Sales)	1%	1%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)***	100%	100%
	d. Investments (Investments in related parties/ Total Investments made)****	100%	100%

**Note:**

\* Distributor (Dealer) is entity, which is appointed by the company to sell its products and services in an assigned territory.

\*\* Includes rental expenses and the same has been accounted for, in accordance with IND AS 116 in the financial statements.

\*\*\* Represents loans given to subsidiaries by Vodafone Idea Limited.

\*\*\*\* Represents Equity investment in Subsidiaries / Joint Venture / Associates by Vodafone Idea Limited.

**Indicate if any independent assessment / evaluation / assurances has been carried out by an external agency? (Y/N) If yes, Name of the external agency.**

Yes. Reasonable assurance is carried out by Emergent Ventures India Private Limited.

**Leadership Indicators**

**1. Awareness programmes conducted for value chain partners on any of the principles during the Financial Year:**

Total number of awareness programmes held	Topics / principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
10 Events	VIL Health and Safety norms to all High-risk suppliers	100%

**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same:**

Yes, as part of the Governance ecosystem, VIL has adopted robust systems to manage conflict of interests. The Code of Conduct requires Board Members to avoid situations that present a potential or actual conflict between their interest and the interest of VIL.

If anyone from our entity finds themselves in a position where their personal and business interests potentially came into conflict, they are required to declare, obtain approval and register these potential conflicts of interests. To help them decide whether they are facing a conflict of interest, they can imagine themselves explaining their actions to friends, a colleague or the media and consider whether they would feel comfortable. Vodafone Idea’s Code of Conduct covers guidelines related to Conflict of Interest. It is applicable to all Board of Directors and employees. It provides guidelines for avoiding any conflict of interest, both actual or apparent, and the mechanism to report any such situations that may give rise to a potential conflict.

Vodafone Idea’s Related Party Transactions Policy intends to ensure that proper reporting, approval, and disclosure processes are in place for all transactions between VIL and related parties. The Policy disallows the concerned or interested Director to participate in any discussion or approve contracts or arrangements with related parties, to avoid potential conflicts of interest.

**Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.****Essential Indicators**

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	0	0	Since, there are no expenditures under these categories, details are not recorded.
Capex	0	0	

- 2. a. Does the entity have procedures in place for sustainable sourcing?**

Yes, 100% Suppliers are on boarded in VIL, based on evaluation carried out by the Commercial function by collection of Supplier data, analysis of the data, checking financial stability, visits to the Supplier facilities, Assessment as per process & ratings on questionnaires, and cross reference from the Customers. Vendor must be compliant with all VIL policies like Code of Conduct, Anti-Bribery, Economic Sanctions & Trade Controls, Data Privacy & Protection Policy, Business resilience, Information Security Policy and Health, Safety and Wellbeing Policy. Supplier must submit policy acceptance before vendor onboarding in system.

Link for onboarding Suppliers: <https://www.myvi.in/vodafone-idea/suppliers-and-partners>

Additionally, to foster equal opportunities for all, both within the workforce and among our suppliers Vi has a dedicated policy to actively engage with a diverse range of marginalized and vulnerable suppliers.

- b. If yes, what percentage of inputs were sourced sustainably?**

100% of the inputs were sourced sustainably.

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

Type of Waste	Method of Reclamation
Plastics including packaging	Enterprise SIM: By refurbishing churned machines, frequently utilized by retailers in "Sound Boxes".

- 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same:**

Not Applicable

**Leadership Indicators**

- 1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of Product/ Service	% Of Total Turnover Contributed	Boundary for which LCA was conducted	Whether conducted by Independent Agency	Results in Public Domain
No					

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same alongwith action taken to mitigate the same:

Name of the Product/Service	Description of the risk concern	Action taken
Not applicable		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry):

Indicate Input Material	Recycled or Reused Input Material to Total Material	
	FY 2023-24	FY 2022-23
Not Applicable		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed:

	FY 2023-24			FY 2022-23		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category:

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
<b>Enterprise SIM cards</b>	VIL provides a substantial quantity of Enterprise SIM cards to its corporate customers, specifically designed for machine applications. Since January 2024, efforts have been ongoing to refurbish churned machines, frequently utilized by retailers in “Sound Boxes.” Presently, 4% of the total M2M normal plastic inventory, equivalent to 3% of the overall M2M SIM inventory base, has been successfully refurbished for future utilization. This initiative significantly reduces plastic waste, thereby contributing to environmental conservation endeavors.

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

#### Essential Indicators

#### 1. Measures undertaken for Employee Wellbeing –

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

Category	Total (A)	% Of Employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	7767	7767	100%	7767	100%	0	-	7767	100%	7767	100%
Female	1903	1903	100%	1903	100%	1903	100%	0	-	1903	100%
<b>Total</b>	<b>9670</b>	<b>9670</b>	<b>100%</b>	<b>9670</b>	<b>100%</b>	<b>1903</b>	<b>19.7%</b>	<b>7767</b>	<b>80.3%</b>	<b>9670</b>	<b>100%</b>
<b>Other than Permanent Employees*</b>											
Male	4400	0	0	0	0	0	0	0	0	0	0
Female	2014	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>6414</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Note:** \*Insurance such as Group Personal Accident (GPA) & Group Medical coverage (GMC) Policy for our other than permanent employees is provided by the respective 3rd party vendor.

##### b. Details of measures for the well-being of Workers:

Category	Total (A)	% Of Workers* covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent Workers</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent Workers</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Note:** \*VIL does not have any workers

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of the total revenue of the Company	0.21%	0.20%

**Note:** Reasonable assurance is carried out by Emergent Ventures India Private Limited.

**2. Details of Retirement Benefits, for Financial Year 2023-24 and Financial Year 2022-23**

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
<b>PF</b>	100%			100%		
<b>Gratuity</b>	100% (Subject to the eligibility criteria in the Gratuity Act)	Not Applicable	Yes	100% (Subject to the eligibility criteria in the Gratuity Act)	Not Applicable	Yes
<b>ESI</b>	0.01%			0.20%		
<b>Other</b>	-	-	-	-	-	-

**3. Accessibility of workplaces:**

**Are the premises / offices of the entity accessible to differently abled employees, any workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, the key office locations of the organization across India have accessible premises for differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016. This also includes wheelchair support and reserved parking.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy:**

Yes, VIL has an equal opportunity policy as per Right of Persons with Disabilities Act, 2016, as outlined in the Code of Conduct Policy. The Policy articulates the Company's commitment to the principle of "equal opportunity" for all employees. This policy is also available to all employees through intranet.

**5. Return to work and Retention rates of Permanent Employees and Workers that took parental leave:**

Gender	Permanent Employees		Permanent Workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	84%	0	0
Female	97%	92%	0	0
<b>Total</b>	<b>99%</b>	<b>86%</b>	<b>0</b>	<b>0</b>

**Note:** \*VIL does not have any workers

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

	Yes/No
	(If yes, then give details of the mechanism in brief)
<b>Permanent Workers</b>	
<b>Other than Permanent Workers</b>	Not applicable
<b>Permanent Employees</b>	Yes
<b>Other than Permanent Employees</b>	<p>The VIL <u>Speak Up Policy</u> talks in detail about the mechanism to receive and redress grievances. The Code of Conduct sets out our business principles and requires all persons working for and with Vodafone Idea Ltd., to uphold these values by acting in a responsible, ethical &amp; lawful manner. The Speak Up mechanism acts as a dynamic source of information which helps in realigning various processes and to take corrective actions as part of good governance practice. The purpose of this policy is two-fold:</p> <ul style="list-style-type: none"> <li>- Provides a platform &amp; mechanism to voice genuine concerns or grievances about unprofessional conduct not limited to abuse of systems, conflict of interest, bribery, fraud, breach of data privacy, danger to health &amp; safety, violation of process / policy, price fixing, etc., without fear of reprisal.</li> <li>- Provides an environment that promotes responsible and protected whistle blowing. It reminds Employees about their duty to report any suspected violation of any law or unethical behaviour that applies to VIL and any suspected violation of VIL's stated values or the Code of Conduct.</li> </ul>

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of Association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of Association(s) or Union (D)	% (D / C)
Total Permanent Employees	9670	0	0	9370	0	0
Male	7767	0	0	7706	0	0
Female	1903	0	0	1664	0	0
Total Permanent Workers	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health Safety		On Skill Upgradation		Total (D)	On Health Safety		On Skill Upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees*</b>										
Male	12167	7767	64%	7767	64%	12121	7706	64%	7650	63%
Female	3917	1903	49%	1903	49%	3483	1664	48%	1650	47%
<b>Total</b>	<b>16084</b>	<b>9670</b>	<b>60%</b>	<b>9670</b>	<b>60%</b>	<b>15604</b>	<b>9370</b>	<b>60%</b>	<b>9300</b>	<b>60%</b>
<b>Workers**</b>										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Note:**

\*Total employees comprises of permanent (9670) and other than permanent (6414) employees. Training on Health safety and skill upgradation for other than permanent employees is conducted by 3rd party vendor.

\*\*VIL does not have any workers.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	%(D/C)
<b>Employees*</b>						
Male	12167	7767	64%	12121	7706	64%
Female	3917	1903	49%	3483	1664	48%
<b>Total</b>	<b>16084</b>	<b>9670</b>	<b>60%</b>	<b>15604</b>	<b>9370</b>	<b>60%</b>
<b>Workers**</b>						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Note:**

\*Total employees comprises of permanent (9670) and other than permanent (6414) employees. For other than permanent employees performance and career development reviews is done by 3rd party vendor.

\*\*VIL does not have any workers.

**10. Health and Safety Management System:****a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such system?**

Yes, VIL has an unwavering commitment and a robust management system for Health, Safety and Wellbeing (HSW) of all the people. VIL integrates the HSW agenda across its business operations using a three-pronged approach in terms of People, Processes and Properties (Equipment and Facilities). This approach safeguards all employees, employees of vendors, contractors and sub-contractors working for or on behalf of the organization from any untoward incidents. Few processes that are in place are provided below:

1. Safety Induction: Everyone working for Vi undergo Safety induction on day one of their joining;
2. Deep Dive Audits: Every Vi managed premises undergo HSW Deep Dive audit twice in the year;
3. Annual Maintenance Contracts: All critical equipments are covered under AMC;
4. Robust Contractor On-boarding Process: Every Contractor sign-off HSW agreement and submit a detailed safety plan for all their activities;

5. Tier Declaration: We don't allow sub-contracting beyond tier-II;
6. Job Specific Trainings: Everyone working for Vi undergo Job Specific HSW Trainings before going on the field;
7. Safety Council Meetings: Every Cluster reviews their safety performance on a monthly basis during the safety council meetings;
8. High-Risk Contractors' Meet: All the high-risk contractors meet with their contract coordinator on a periodic basis to share their concerns and seek support for ensuring robust implementation of HSW norms;
9. Training & Awareness Programs: Periodic training sessions are organized for employees to raise awareness about precautionary measures and protocols necessary for ensuring their safety and the safety of other relevant personnel on the premises; and
10. HSW Facilitation Program: Under this program the HSW team meets with the field team to understand their day to day work related challenges. In addition to this, the HSW team also tries to provide the safest possible solutions to carryout work.

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

VIL employs various tools to identify work related hazards such as ensuring permit to work, Safety Plan, Last minute risk assessment, Job Safety Analysis, Deep Dive Audits, among others on a routine and non-routine basis to ensure work related hazards are identified and mitigated in a timely manner.

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

Not Applicable. As VIL does not have any workers.

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

Yes. In VIL offices there is a provision of a medical room facility for employees and on certain days of the week Doctor visits the office for a specified period. Employees of the company can avail this facility and get a consultation from the visiting Doctor. Additionally, periodic sessions by Doctors are organized on topical medical issues for the employees. Yoga sessions are also organized virtually for employees in the morning at regular intervals.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees*	0.042	0.049
	Workers**	0	0
Total recordable work-related injuries	Employees*	2	3
	Workers**	0	0
No. of fatalities	Employees	0	0
	Workers**	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees*	1	1
	Workers**	0	0

**Note:**

\*Including in the other than permanent

\*\*VIL does not have any workers

Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

Yes. VIL has unwavering commitment and a robust management system for Health, Safety and Wellbeing (HSW) of all the people. VIL integrates the HSW agenda across the business operations using a three-pronged approach in terms of People, Processes and Properties (Equipment and Facilities). This approach safeguards all employees, employees



of vendors, contractors and sub-contractors working for or on behalf of the organization from any untoward incidents. Few processes in place are provided below:

- a. Safety Induction: All employees undergo Safety induction on day one of their joining;
- b. Deep Dive Audits: Every VIL managed premises undergoes HSW Deep Dive audit twice in a year;
- c. Annual Maintenance Contracts (AMC): All critical equipment are covered under AMC;
- d. Robust Contractor On-boarding Process: Every Contractor sign-off HSW agreement and submit a detailed safety plan for all their activities;
- e. Job Specific Trainings: All employees undergo Job Specific HSW Trainings before entering the field;
- f. Safety Council Meetings: Every Clusters review their safety performance monthly during safety council meetings;
- g. High Risk Contractors' Meet: All the high-risk contractors convene with their contract coordinator on a periodic basis to share their concerns and seek support for ensuring robust implementation of HSW norms;
- h. HSW Facilitation Program: Under this program, the HSW team engages with the field team to understand their day to day work related challenges as well as provides best practices for safe discharge of duties; and
- i. Third Party Vendor Audits: Electrical inspection is conducted for all VI Commercial warehouses to minimize the risk of accidents like fires due to short circuits.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

**14. Assessments for the year:**

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
<b>Health and Safety Practices</b>	100%
<b>Working Conditions</b>	100%

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

Vodafone Idea Limited has a robust mechanism for corrective actions when addressing safety related incidents. The following corrective actions are undertaken to minimize the risks to health and safety and maintain a safe working condition for all employees:

- a. Portal Anchor Point provided for ensuring safe execution of work on roof top towers;
- b. Insulated hand tools provided for safe handling of electrical equipment;
- c. Man-Machine Segregation provided in warehouse;
- d. In the process of addressing risk pertaining to loose objects in fault restoration vehicles;
- e. Addressed ergonomic risk pertaining to kitting operation by elevating the height of working platform;
- f. All vehicles equipped with GPS and speed governor;
- g. Relocated AC Outdoor units to reduce exposure from working at height;
- h. In the process of incorporating VR modules for imparting HSW trainings;

- i. Training sessions are organized for all Warehouse Third Party Logistic suppliers, covering topics such as safe practices in the warehouse and Commercial drivers are 100% trained on Defensive Drivers Training before commencement of trip; and
- j. Project Maitree is introduced for Female staff in the VI commercial warehouse. In this program Virtual/Physical meetings are held for all Third-Party Logistics women/girls/PWD for addressing any concern/issue they may have.

## Leadership Indicators

### 1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/ No) (B) Workers (Yes/ No)?

Yes. As a responsible organization, VIL provides life insurance or any compensatory package in the event of the death of employees. Since VIL has no workers, the segment is not applicable.

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

VIL conducts due diligence for its value chain partners, through self-assessment surveys, to monitor timely deduction and deposit of statutory dues. Additionally, VIL has defined guidelines for value chain partners as part of its Code of Conduct to pay remuneration to their employees in compliance with the applicable laws and regulations which may include minimum wages, deduction from wages, overtime hours and associated applicable benefits.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable Employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	1	1	0	1
Workers*	-	-	-	-

**Note:**\*VIL does not have any worker

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

Yes. The organization provides employment extension in case of retirement on case-to-case basis depending on the business requirement.

### 5. Details on assessment of value chain partners:

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

**Note:**

\*Vendor declaration on HSW and Working conditions are taken during onboarding

\*\* Permit to work to be raised is mandatory before starting any High-Risk activity

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

While corrective actions were not required as no significant risks and concerns arose, VIL follows a Supplier Consequence Management Matrix (CMM) which is shared with all suppliers. As per the CMM, non-compliance with the HSW policy is not tolerated.

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

**Essential Indicators**

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

VIL engages with all stakeholders – national, state, and local government, civil society organizations, academic institutions, corporate partners, implementing partners and beneficiaries – through a wide variety of tools. During the year, VIL conducted a technology conclave in which several civil society organizations showcased their technology innovations in the development sector, and an all-partners meeting. Additionally, VIL participates in several events, consultations organized by other civil society organizations which help in identifying the key stakeholders. The stepwise processes for identifying key stakeholder groups are as follows:

- i. Identification of potential partners based on business requirements, due diligence done by business teams, who can serve the desired purpose. There are a set of discussions done by the business teams to understand partner capabilities, interest in doing business, credentials, operating models, etc.
- ii. For commercial purpose, a list of partners is shared with the Commercial Function (SCM) and other cross-functional teams as required depending on the nature of business task. Commercial teams conduct its own due diligence on the shortlisted parties and invites commercial proposals. Commercial team also incorporates tech due-diligence, if any, and presents their recommendation to the business / other cross-functional teams.
- iii. Business teams, jointly with Commercial and other cross-functional teams make a final selection of the partner and proceed for further approvals as per Delegation of Authority.
- iv. Third Party screening for Suppliers are done through Dow Jones Risk Center (Dow Jones Risk & Compliance is a global provider of third-party risk management and regulatory compliance solutions) to ensure regular due diligence of our suppliers & Third Party and identify any reputational risks.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Electronic correspondence, press briefings, Analyst meets and Earning calls	Quarterly/Ongoing	<ul style="list-style-type: none"> <li>• Address queries of investors on operations of VIL.</li> <li>• Promote transparency among existing and potential investors.</li> </ul>
Shareholders	No	Annual General Meeting and Extra-ordinary General Meeting	Annually/Ongoing	<ul style="list-style-type: none"> <li>• Sensitize on services being offered</li> </ul>
Customers	No	SMS, electronic correspondence and interactions during business field visits are provided to customers regularly on upgradation of services, plans, as well as any discontinuations.	Ongoing and Regular	<ul style="list-style-type: none"> <li>• Sensitize on services being offered</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	Yes	Email	Monthly/half yearly	<ul style="list-style-type: none"> <li>Sensitization sessions</li> <li>Policy communication</li> <li>Supplier assessment</li> </ul>
Regulators	No	Email, Letter, Meeting etc.	As per the needs and requirements	<ul style="list-style-type: none"> <li>Related to operation of telecom sector</li> </ul>
Community/NGO	Yes	Meetings, Pamphlets, Emailers	Monthly	<ul style="list-style-type: none"> <li>Project implementation</li> <li>Grievance redressal</li> </ul>
Employee	No	<ul style="list-style-type: none"> <li>Events and Sessions</li> <li>Regular employee communication forums</li> <li>Engagement emails</li> <li>Annual Employee surveys</li> <li>Townhall deliberation</li> </ul>	On-Going and Continuous	<ul style="list-style-type: none"> <li>Learning and development</li> <li>Employee recognition and engagement activities</li> <li>Employee performance review and career development</li> <li>Employee safety and well-being</li> </ul>
Distributors/Retailers	No	Physical visit, Email, SMS, WhatsApp	Daily	<ul style="list-style-type: none"> <li>Business queries</li> </ul>

## Leadership Indicators

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:

VIL maintains a constant dialogue between the Board and the leadership with different sections of the civil societies. Before the commencement of engagement with any organization, a problem statement is identified where a meaningful intervention leveraging VIL's strength in technology can be developed and scaled-up. After the problem statement has been well articulated, appropriate implementing organizations are identified that undergo thorough due diligence before any formal engagement. At each stage of the project, VIL's Board and senior management are apprised using various tools such as meetings, field visits, and participation in high profile events.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No)? If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes, VIL follows a comprehensive consultation framework to identify and engage different sections of the civil society to deepen our understanding of key areas of our intervention. VIL regularly participates in external meetings, conferences, events and other platforms to engage with civil society organizations and adapt to major trends emerging in the space.

### 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups:

In line with the vision of the company 'Create world class digital experiences to connect and inspire every Indian to build a better tomorrow', VIL engages with the vulnerable / marginalized stakeholder groups, it is the first in the telecom industry which has created employment for female staff and physically challenged people at Commercial Warehouses across Pan India. We started the journey and reached 34% diversity within two years. We have increased female employees from 74 nos. to 132 nos. and PWD (Person with Disability) 6 nos. to 22 nos. Similarly, VIL is committed to fostering equal opportunities for all it has a **dedicated Policy** actively engage with a diverse range of marginalized and vulnerable suppliers, including women.

**Principle 5: Businesses should respect and promote human rights****Essential Indicators****1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees*</b>						
Permanent	9670	9670	100%	9370	9370	100%
Other than permanent**	6414	0	0	6234	0	0
Total Employees	16084	9670	60%	15604	9370	60%
<b>Workers***</b>						
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
Total Workers	0	0	0	0	0	0

**Note:**

\* Covered in COC module which is done by employees every 2 - 3 years, New Joiners have to complete COC within 90 days of joining

\*\* For other than permanent employees mandatory training is provided by 3rd party vendor.

\*\*\* VIL does not have any workers

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wages		More than Minimum Wages		Total (D)	Equal to Minimum Wages		More than Minimum Wages	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
<b>Employees</b>										
Permanent	9670	0	0	9670	100%	9370	0	0	8904	100%
Male	7767	0	0	7767	100%	7706	0	0	7496	100%
Female	1903	0	0	1903	100%	1664	0	0	1408	100%
Other than permanent	6414	0	0	6414	100%	6234	0	0	6234	100%
Male	4400	0	0	4400	100%	4415	0	0	4415	100%
Female	2014	0	0	2014	100%	1819	0	0	1819	100%
<b>Workers*</b>										
Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0

**Note:** \*VIL does not have any workers

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (in ₹)	Number	Median remuneration/salary/wages of respective category (in ₹)
Board of Directors (BOD)	11	NA	1	NA
Key Managerial Personnel (KMP)	3	3,93,21,989	0	0
Employees other than BOD and KMP	7764	19,61,734	1,903	15,45,382
Workers*	0	0	0	0

**Note:** \*VIL does not have any workers

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	15.33%	14.32%

**Note:** Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

Yes. The Human Resources Function of the Company is responsible for addressing human rights issues. All the issues related with human rights are addressed following comprehensive approach in a very amicable and impartial way.

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

We have institutionalized a mechanism to allow for reporting and remediation of all human rights violations through our Speak Up Policy. The Speak Up mechanism acts as a dynamic source of information which will help in realigning various processes and take corrective actions as part of good governance practice. The mechanisms to redress grievances related to human rights issues includes a comprehensive approach which provides a platform & mechanism to voice genuine concerns or grievances without any fear of reprisal.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	6	0	-	8	2	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	<b>FY 2023-24</b>	<b>FY 2022-23</b>
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	6	8
Complaints on POSH as a % of female employees / workers	Less than 1%*	Less than 1%**
Complaints on POSH upheld	4	8

**Note:**

\*  $(6/1903*100)$  0.31%

\*\*  $(8/1664*100)$  0.48%

Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

As per the guidelines of the Speak Up Policy a comprehensive approach is designed to offer protection, anonymity and confidentiality to the complainant. VIL affirms that it will not allow any complainant to be victimized for making any complaint. Any kind of victimization of the whistle-blower that is brought to the notice of the Value Standards Committee (VSC) will be treated as an act warranting disciplinary action and will be treated as such. We also have a provision to transfer the complainant workplace / role to prevent against victimization / retaliation.

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes

**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed (By entity or statutory authorities or third parties)</b>
Child Labour	
Forced/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	Not Recorded
Wages	
Others – please specify	

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

No risks or concerns were accounted post the internal assessment of VIL's operations for the human rights parameters.

**Leadership Indicators**

**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints:**

No changes or modifications have taken place in the reporting period.

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

VIL provides conducive workplace to all its employees by providing utmost protection to human rights of its employees. However, VIL has not conducted any human rights due diligence.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes

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

	<b>% Of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment*	100%
Discrimination at workplace*	100%
Child Labour**	100%
Forced Labour/Involuntary Labour**	100%
Wages**	100%
Others – please specify	-

**Note:**

\* All the above are part of Supplier Code of Conduct.

\*\* 100% of our Vendors are required to endorsement on the above declaration is taken through the Vendor Compliance Portal during onboarding.

**5. Provide details of any corrective actions taken or underway to address significant risks /concerns arising from the assessments at Question 4 above:**

Following Actions are taken to address significant risks/concerns:

- Supplier code of conduct explicitly addresses above issues and sets clear expectations and standards from value chain partners; and
- Various whistleblower mechanisms, overseen by independent third parties, are provided to report unethical behavior or human rights concerns without fear of reprisal.

**Principle 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

<b>Parameter</b>	<b>FY 2023-24</b>	<b>FY 2022-23</b>
<b>From renewable sources (in GJ)</b>		
Total electricity consumption (A)	1,49,816 GJ	Not Recorded
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>1,49,816 GJ</b>	<b>NA</b>
<b>From non-renewable sources (in GJ)</b>		
Total electricity consumption (D)	17,10,550 GJ	19,40,300 GJ
Total fuel consumption (E)	1,19,783 GJ	1,27,043 GJ
Energy consumption through other sources (F)	NIL	NIL
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>18,30,333 GJ</b>	<b>20,67,343 GJ</b>
<b>Total energy consumed (A+B+C+D+E+F)**</b>	<b>19,80,149 GJ</b>	<b>20,67,343 GJ</b>
<b>Energy intensity per rupee of turnover (Total energy consumed / revenue from operations)</b>	0.0000046	0.00000493
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed / Revenue from operations adjusted for PPP)</b>	0.00009461	0.00009972



Parameter	FY 2023-24	FY 2022-23
<b>Energy intensity in terms of physical output</b>	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity		

**Note:**

\* VIL does not have operations outside India. PPP Conversion Factor is considered as per world bank, wherein latest factor is of 2023 for India is mentioned as 20.22. PPP conversion factor, GDP (LCU per international \$) | Data (worldbank.org)

\*\* Institutional spaces wherever electricity bills are not available, circle average values/ loads have been considered.

**Indicate if any independent assessments / evaluation / assurance has been carried out by an external agency? (Y/N), if yes, name of the external agency.**

Yes, Reasonable assurance is carried out by Emergent Ventures India Private Limited.

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/No) If yes, disclose whether targets set under the PAT Scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not applicable

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

Parameter	FY 2023-24	FY 2022-23
<b>Water Withdrawn by the source (KL)</b>		
i. Surface Water		
ii. Ground Water		
iii. 3rd Party Water	159,749.80 KL	
iv. Seawater/ desalinated water		
v. Other sources		
<b>Total Vol of Water Withdrawn (in kiloliters) (i + ii + iii + iv + v)</b>	<b>159,749.80 KL</b>	Not Recorded
<b>Total Vol of Water Consumed (KL)*</b>	<b>49,637.69 KL</b>	
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	0.1173	
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)**	2.3716 KL / \$Mn	
<b>Water intensity in terms of physical output</b>		
Water intensity (optional) – the relevant metric may be selected by the entity		

**Note:**

\* Since we are in multi-tenanted premises at most of the locations, we do not have separate metering for water withdrawal and discharge. Withdrawal as per metering are considered for Corporate and DC locations. Water withdrawal at 45 ltrs and consumption of 25ltrs per person/day is considered for other locations and these standards are referred from the NBC 2016 BIS.

\*\* VIL does not have operations outside India. PPP Conversion Factor is considered as per world bank, wherein latest factor is of 2023 for India is mentioned as 20.22. PPP conversion factor, GDP (LCU per international \$) | Data (worldbank.org)

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (KL)</b>		
<b>(i) To Surface Water*</b>		
- No treatment		
- With treatment (please specify level of treatment)		
<b>(ii) To Groundwater</b>		
- No treatment		
- With treatment (please specify level of treatment)		
<b>(iii) To Seawater*</b>		
- No treatment		Not Recorded
- With treatment (please specify level of treatment)		
<b>(iv) Sent to third parties*</b>		
- No treatment		
- With treatment (please specify level of treatment)		
<b>(v) Others*</b>		
- No treatment	110,112.12 KL	
- With treatment (please specify level of treatment)		
<b>Total Water discharged (KL)*</b>	<b>110,112.12 KL</b>	

**Note:**

\*Since we are in multi-tenanted premises at most of the locations, we do not have separate metering provisions for water consumptions and discharge. Details of corporate and DC locations are provided as per metering. For other locations 20 hrs per head per day is considered for discharge as per the NBC norms.

Since water is used for domestic use only hence no treatment is required.

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency.**

Yes, Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

No

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx			
SOx			
Particulate Matter (PM)			
Persistent Organic Pollutants (POP)	-		Does not Record
Volatile Organic Compounds (VOC)	-		
Hazardous Air Pollutants (HAP)	-		
Others – please specify	-		

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

<b>Parameter</b>	<b>Unit</b>	<b>FY 2023-24</b>	<b>FY 2022-23</b>
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	9,341.96	9,908.16
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3,40,209.31	3,85,904.1
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent	0.0000008	0.0000009
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent	0.0000017	0.0000019
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> <b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity			

**Note:**

\* VIL does not have operations outside India. PPP Conversion Factor is considered as per world bank, wherein latest factor is of 2023 for India is mentioned as 20.22. PPP conversion factor, GDP (LCU per international \$) | Data (worldbank.org)

\*\* Institutional spaces wherever electricity bills are not available, circle average values/ loads have been considered.

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)**  
**If yes, name of the external agency.**

Yes. Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

VIL continuously strives to reduce its GHG emissions across operations and mitigate its negative impacts on the environment and society at large. Some of the key initiatives implemented in line with the foundational objectives laid down as part of Green Idea as well as VIL's Energy and Carbon Management Policy include:

- Considering energy performance when operating VIL's infrastructure.
- Continue with the procurement of most energy efficient Telecom Hardware.
- Encouraging Infrastructure Provider partners to adopt low carbon operations.

As a result, VIL has achieved:

- Over 75% of VIL BTS portfolio - Outdoor BTS (20% reduction in energy consumption compared to Indoor BTS);
- Diesel elimination project initiated by VIL to reduce carbon footprint currently continued at over 11,700 sites;
- 100% of the telecom hardware procured by the Company is low power consuming telecom hardware;
- New Sites Deployment on Sharing Basis: >95% of the sites deployed were at existing 2G sites and/or shared sites as part of the mandated initiative to reduce carbon emissions and energy consumption;
- The Company continued active equipment energy saving initiatives like power saving features during low traffic period. All new packet-core deployments as well as new MSS/VoLTE circuit-core deployments use cloud architecture; and
- RET – solar based generation at over 400 tower co-owned sites.

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

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	32.23	18.03
E-waste (B)	462.64	628.78
Bio-medical waste (C)		-
Construction and demolition waste (D)		0.01
Battery waste (E)	854.38	477.2
Radioactive waste (F)		38.47*
Other Hazardous waste. Please specify, if any. (G) (Jelly filled cable, Insulated wires, Insulated cables, copper cables, any other cables, used led acid batteries, used oil, remaining containers and cur cables)	160.78	108.99
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) (All Iron materials, Furniture, cabinets, microwave antenna, GSM antenna, wooden items and Rack)	998.67	1,903.60
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>2,499.70</b>	<b>3,175.08</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations) <b>tonnes / million rupees of turnover</b>	0.005 MT/Mn	0.008 MT/Mn
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)*	0.12 MT/\$Mn	0.15 MT/\$Mn
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of disposal Method</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations**	2,499.70	3,175.08
<b>Total</b>	<b>2,499.70</b>	<b>3,175.08</b>

**Note:**

\*In the FY 2022-23, Non- Hazardous waste was erroneously categorized under Radioactive, but this has been rectified in FY 2023-24

\*\* VIL does not have operations outside India. PPP Conversion Factor is considered as per world bank, wherein latest factor is of 2023 for India is mentioned as 20.22. PPP conversion factor, GDP (LCU per international \$) | Data (worldbank.org)

\*\*\* Waste (Scrap) is sold off to authorized scrap vendors who have been certified by the relevant Government /Regulatory Authority

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency.**

Yes. Reasonable assurance is carried out by Emergent Ventures India Private Limited.

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:**

The process followed in VIL after receiving site return materials is to categorize them as usable, faulty repairable, obsolete, or scrap. VIL focuses on reutilizing this material by repairing items that are usable and repairable. In FY 2023-24, approximately ₹ 1,910 crores (based on standard prices) worth of materials were redeployed.

In regards to Site Return materials that are obsolete and cannot be repaired further, VIL recognizes that effective scrap disposal management is a fundamental part of its operations.

The process involves identifying the scrap through the functional user, the identified scrap is segregated based on its basic or bulk composition (such as metal, plastic, and glass) as well as its type of waste (solid, hazardous, e-waste, and plastic).

In parallel the scrap note is prepared and approved through designated persons within VIL. On approval of scrap note, scrap vendors who are certified by relevant Government / Regulatory Authority and carrying required licenses are selected and the scrap is sold to the vendor who further ensures that scrap material lifted is used/disposed/handled in a manner that does not adversely affect the society and the environment as per Government rules.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Yes/No). If no, the reasons thereof and corrective action taken, if any
Not Applicable			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Weblink
No assessment has been undertaken in Financial Year 2023-24.					

**13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Yes/No). If not, provide details of all such non-compliances.**

S. No.	Specify the law / regulation /guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / actions taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
VIL ensures compliance with all regulatory and statutory requirements as per Environment and Water protection Act, including Environment Protection Act, Water and Air Act and rules, Hazardous Waste rules, among others.				

**Leadership Indicators**

**1. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):**

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

Not Applicable. VIL's operation sites are not located in water stressed regions nor water is withdrawn, consumed, nor discharged from any water stressed areas.

- Name of the area:** Not Applicable
- Nature of operations:** Not Applicable

**c. Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface Water		
(ii) Ground Water		
(iii) Third party water		
(iv) Seawater/ desalinated water		
(v) Others	Not Applicable as VIL's sites are not located in any water stress areas.	
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment	Not Applicable as VIL's sites are not located in any water stress areas	
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent		
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent	Company has not yet computed Scope 3 emissions.	
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent		

**3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities:**

Not applicable. None of the VIL's operations are located in or around any ecologically sensitive areas.

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

<b>Initiative undertaken</b>	<b>Details of the initiative</b> <i>(Web-link, if any, may be provided along-with summary)</i>	<b>Outcome of the initiative</b>
Water and Energy Managment	<ul style="list-style-type: none"> <li>- Reduce Paper Waste Tree savings: Double sided printing, use of Re-cycled paper, Wastage Packing Materials Reutilized.</li> <li>- Energy savings – LED usage, light sensor.</li> <li>- Reduced carbon emission by discontinuing diesel MHE- by use of battery operated MHE.</li> <li>- Renewable Energy by Installing Solar Panel at 3 Warehouses.</li> <li>- Introduction of Electric /CNG vehicles in 8 circles.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Double side printing – 1.75 Mn paper, 204 No. of trees &amp; ₹ 8.79 Lac saving</li> <li>✓ Use of recycled paper – 85 Nos of trees</li> <li>✓ Recycled and use of packaging material - 41 Tons of cardboard, Wood &amp; Plastic reutilization</li> <li>✓ Use of LED lights and motion sensor - 23 kWh Electricity Unit Saved per day and ₹ 71 Lac saving annually</li> <li>✓ Per Annum 28944 CO2 kg reduced</li> <li>✓ No. of Electricity units saved (per day) – 170 units / 170 Kwh</li> <li>✓ Saving ₹ 5.59 Lac p.a.</li> <li>✓ Carbon Reduction Emission: 52020 CO2 Kg and Trees saved: 2002 Nos.</li> <li>✓ 21264 km covered by CNG vehicles, 1541 km covered by Electric vehicles</li> <li>✓ Annual Carbon reduced from moving to CNG = 224.28 CO2 KG / Electric vehicle = 57.5 CO2 KG</li> <li>✓ 10 Trees saved</li> </ul>

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

Yes. VIL has a Physical Security Policy (available on intranet) that ensures the implementation of physical security measures that needs to be adopted across all facilities of VIL. The policy ensures acceptable levels of physical security and safety of employees, its service partners, associates, physical assets, and those visiting the VIL premises. This policy covers the physical security, aspects of access control, CCTV surveillance, fire safety measures and pandemic measures which need to be adopted to provide a safe and secure environment for the staff and successful & efficient functioning of the business. This policy has to be complied by all the employees, management, affiliates, associates, contractors, and third party that are directly or indirectly associated with the business of VIL.

**6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?**

No significant adverse impact was identified on the environment arising from VIL’s value chain.

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

100% value chain partners were assessed for environmental impacts. As a part of VIL policies, Vendor confirmation on abiding to VIL Environmental polices is taken during the Vendor Onboarding stage.

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

### Essential Indicators

#### 1.a. Number of affiliations with trade and industry chambers/ associations.

As one of the leading mobile operators in the country, Vodafone Idea advocates policies that can spur socio-economic growth as well as the growth of the telecom sector, promoting development, inclusive growth, and access to information through programs such as Digital India. Vodafone Idea is an active player in the 12 national and international industry associations listed in below table (either directly or through its subsidiaries).

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Confederation of Indian Industry (CII)	National
4	Cellular Operators Association of India (COAI)	National
5	GSM Association (GSMA)	National
6	European Business Group (EBG)	European Union
7	UK India Business Council (UKIBC)	India/United Kingdom
8	Telecom Sector Skill Council of India (TSSC)	National
9	Telecommunications Standards Development Society, India (TSDSI)	National
10	Telecom Export Promotion Council (TEPC)	National
11	Communications, Multimedia and Infrastructure Association of India (CMAI)	National
12	British Business Group – Delhi (BBG)	India/United Kingdom

Through its association with the above bodies, Vodafone Idea actively participates in discussions relating to policy development on several issues pertaining to the telecom industry, including new Telecom Act, the Digital Personal Data Protection Act development of a world class communications infrastructure, ease of doing business, Right of Way (RoW) policies & processes, promoting broadband and Data Economy, enabling the evolution and development of emerging technologies, etc.

VIL is a key member of the COAI. It presently holds the Vice Chair of COAI. Its senior executives are Chair/ Co-chair of various Committees of the industry body.

VIL through the Head Regulatory & Corporate Affairs Officer is on the governing body of Telecom Sector Skill Council. The Company is also represented on various industry fora as Chair of the ASSOCHAM National Council on Digital Communications, Co-chair of the FICCI Communication and Digital Economy Committee.

VIL is also associated with the GSMA and works closely with the association on various industry programs such as making India 5G ready, M2M and standards for E-SIM, spectrum related issues such as identification of globally harmonized bands for IMT, reasonable approach to spectrum pricing, etc.

The Company is also involved in the activities of TSDSI, which is a not-for-profit legal entity in a PPP mode with participation from stakeholders including Governments, service providers, vendors, manufacturers, academic institutes and research laboratories.

Through its active participation in various industry bodies, Vodafone Idea advocates on various telecom industry issues and also attempts to drive a consensus driven approach to further the Government's vision of a Digital India.



**2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities:**

Name of Authority	Brief of the case	Corrective action taken
	NIL	

**Leadership Indicators**

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others –please specify)	Web Link, if available

The Company plays an important role in advocating issues of the telecom sector and promoting a progressive and fair telecom policy. The senior management of the Company actively participates in various industry fora and is involved with various stakeholders for discussions regarding formulating new policies, reviewing and modifying relevant policies. The Company currently does not have a stated policy on advocacy; however, it continues to monitor and follow the business and regulatory environment.

**Principle 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

**1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:**

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

**Note:** VIL does not have any CSR obligation for FY 2023-24

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

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

No projects pertinent to Rehabilitation and Resettlement (R&R) were undertaken in the reporting period as no need arose for such projects

**3. Describe the mechanisms to receive and redress grievances of the community:**

VIL ensures all the voices of communities affected by VIL's operations are heard. It promotes a transparent mechanism for receiving, understanding, and resolving grievances of community members in a fair, and timely manner.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	9.35%	10%
Directly from within India	94.34%	79%

**Note:** Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

Location	FY 2023-24	FY 2022-23
Rural	0%	0%
Semi - Urban	9.37%	9.27%
Urban	17.53%	17.68%
Metropolitan	73.10%	73.05%

(Placed as per RBI Classification System - rural / semi-urban / urban / metropolitan)

**Note:** Reasonable assurance is carried out by Emergent Ventures India Private Limited.

**Leadership Indicators****1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments:**

NA

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

State	Aspirational District	Amount spent (In INR)
NA	NA	0

**Note:** VIL does not have any CSR Obligation for FY 2023-24.

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

Yes

**(b) From which marginalized /vulnerable groups do you procure?**

- o Women-owned Enterprise
- o People with disabilities-owned
- o LGBTQ-owned
- o Schedule Caste/Schedule Tribe -owned
- o Ex-servicemen -owned
- o MSME

**(c) What percentage of total procurement (by value) does it constitute?**

A dedicated policy was launched in December 2023 to actively engage with a diverse range of suppliers, including women – owned enterprises, businesses owned by persons with disabilities, ex-servicemen, Schedule caste, Schedule tribe and LGBTQIA. Between December 2023 to March 2024, we have successfully onboarded 12% marginalized /vulnerable suppliers as part of the newly onboarded supplier base. We are currently in the process on identifying Suppliers comprising marginalized/ vulnerable groups from the existing supplier base.

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	VIL provides telecommunication services based on latest technology and has not acquired any intellectual property based on traditional knowledge.			

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:**

Name of authority	Brief of the Case	Corrective action taken
No disputes were reported with respect to intellectual property in the reporting period.		

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

CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
NA	-	-

**Note:** VIL does not have any CSR obligation for FY 2023-24

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

**Essential Indicators**

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

VIL provides multiples channels for customers to raise complaints and provide feedback. Complaints received from all touchpoints (e.g., Contact Centre, Email, Digital, Vi App., Retail Outlets) are flagged in CRM, which is addressed by the Back-Office Team. Each complaint resolution is governed by a pre-defined TAT.

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

	As a percentage to total turnover
Environmental product and social parameters relevant to the Product	Does not have
Safe and responsible usage	Does not have
Recycling and/or safe disposal	Does not have

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy	0	0	-	0	0	-
Advertising						
Cyber-security	0	0	-	0	0	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	-	-	-	-	-	-

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

	Number	Reason for Recall
Voluntary Recall		
Forced Recall		NA

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

Yes, VIL has a comprehensive Information Security Policy and Data Privacy policy which is built upon the ISO standards, regulatory guidelines and industry best practices. Both these policies are available on our portal and are internal to VIL.

The policies set forth basic requirements for keeping the workplace safe, where confidential and sensitive information about NFIL employees, customers, suppliers, and all stakeholders is maintained.

In addition, VIL has a Privacy Policy that gives full visibility of how we collect, store, use, process and protect Personal Information when our products, services and our website is used.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services:**

Not applicable, as no such incidents were reported for current financial year.

**7. Provide the following information relating to data breaches:****a. Number of instances of data breaches.**

There have been no instances of data breaches.

**b. Percentage of data breaches involving personally identifiable information of customers.**

There have been no instances of data breach involving personally identifiable information of customers.

**c. Impact, if any, of the data breaches.**

Not Applicable as there have been no instances of data breaches.

**Note:** Reasonable assurance is carried out by Emergent Ventures India Private Limited.

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

All details related with the products and services of VIL are available on the portal and mobile application of VIL. (<https://www.myvi.in>)

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

VIL carries out regular campaigns to inform and educate consumers about the products and services. Additionally, SMS are sent to customers at regular interval about the services and products and also uses social media platform to educate the consumers.

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

Yes. All/Any Communication directives received from Regulatory & Govt. authorities are complied with on an immediate basis.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes, Product information details are displayed on the portal and application for easy understanding of the customers. It abides with the government norms and regulations. Our entity undertakes a detailed market research on assessing consumer satisfaction for all our services offerings. In Financial Year 2023-24, VIL conducted a nation-wide Net Promotor Study (NPS Study) across many circles in India for both prepaid as well as postpaid segments. The objective of this study is to gauge satisfaction amongst the customer base on our products and services.



## Independent Assurance Statement

### Introduction and scope

Vodafone Idea Limited ("Company" or "VIL") engaged Emergent Ventures India Pvt. Ltd. ("EVI") for carrying out an independent Reasonable assurance (High Level, Type 2 as per AA1000AS Standard) of the VIL's Business Responsibility and Sustainability Report (Core) ("BRSR Core" or "Report") based on the SEBI's BRSR Core framework ("Reporting Standard") for the reporting period from 1st April 2023 to 31st March 2024. The assurance has been conducted in accordance with the requirements of Assurance Standard AA1000AS-v3. The operations covered for this assurance include VIL's operations in India.

### Activities undertaken

A number of activities have been undertaken for this assurance:

- a. Review of the BRSR (Core) in accordance with requirements of SEBI's BRSR (Core) framework.
- b. Review the adherence to principles of Materiality, Inclusivity, Responsiveness and Impact as per AA1000AS.
- c. Conducting on-site audits for corporate office and operational sites on sample basis.
- d. Meeting with key officials to discuss and understand management approach towards sustainability.
- e. Meeting with key personnel with overall responsibility for data collation and compilation at corporate office and sites to discuss and assess the systems used for data compilation and reporting.
- f. Review and understand the appropriateness of various assumptions used for the estimation of a few data points by company.
- g. Assessment of site-specific data disclosures on sample basis for its accuracy and reliability, including
  - i. Review of month-wise and facility wise data
  - ii. Testing reliability and accuracy of data based on evidences.
  - iii. Review of process for data collation, compilation and reporting.

EVI believe that the evidence obtained are sufficient and appropriate to provide a basis for a reasonable assurance opinion

### Limitations

Assurance relied solely on the documentation maintained and provided by the company. Assessment is based on the assumption that the data and information provided in the report and supporting documents are without any discrepancy. Assurance is subject to no physical verification of the inventories.

The scope of assurance does not further cover:

- The statements made in the Report that describe company's approach, strategy, aim, expectation, aspiration or beliefs or intentions.
- Data related to the Company's financial performance disclosures. EVI has not been involved in evaluation or assessment of any financial data / reports of the company. EVI's opinion on specific BRSR core indicators relies on the third party audited financial reports of the company and does not take any responsibility of the financial data reported in the audited financial reports of the company.
- Activities and practices followed outside the defined assurance period stated hereinabove.
- The assurance does not cover the activities and operations undertaken by any other entity that may be associated with or have a business relationship with the "Company".
- Compliance with any environmental, social, and legal issues related to the regulatory authority.
- Mapping of the Report with reporting frameworks other than those specifically mentioned in assurance scope. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.

The reliability of assurance is subject to uncertainties that are inherent in the assurance process. Uncertainties stem from limitations in quantification models, assumptions, or data conversion factors used or may be present in the estimation of data used to arrive at results. The conclusions herein are also naturally subject to any inherent uncertainties involved in the assurance process. While reading the assurance statement, stakeholders shall recognize and accept the limitations and scope as mentioned above.

### Independence

EVI is an independent professional services company that specializes in the areas of Sustainability, Climate Change and Environmental Management. EVI adheres to Code of Ethics as per AA1000AS to maintain high ethical standards in assurance activities. For the reporting period, no member of the assurance team has a business relationship with the Company and its officials beyond that required of this assurance. The team has conducted the assurance independently and there has been no conflict of interest. No member of the verifier team is involved in the preparation of the Report. The assurance has been carried out by experts who have an excellent understanding of methodology and procedures for the assurance of sustainability reports and data as per AA1000AS.



### Company's responsibility

VIL is responsible for preparing the BRSR (Core) in accordance with Reporting Standard and for maintaining effective internal controls over the data and information disclosed. The selection of reporting criteria, reporting period, reporting boundary, monitoring, data measurement, preparation, and presentation of information for the reports are the sole responsibility of the management of the Company.

### Verifier's responsibility

The assurance statement should not be taken as a basis for interpreting the Company's overall performance. EVI do not accept or assume any liability whatsoever to any person or organization with regards to use or reliance on the contents of this assessment. The intended user of this assurance statement is the Management of the company.

### Conclusion

Based on the Reasonable (High Level, Type 2) Assurance procedures and activities conducted and data/evidence obtained, it is opined that in all material aspects, the disclosures under BRSR (Core) are reported in accordance with the requirements of BRSR (Core) framework by SEBI (Annexure I, SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 and clarifications issued by SEBI) and assurance standard AA1000AS v3.

### Observations

- **Principle of Inclusivity:** Company has applied the principle of inclusivity in engaging with its stakeholders. Different departments engage regularly with their relevant stakeholders through multiple engagement channels.
- **Principle of Materiality:** Company has followed a structured process of materiality determination to identify key material issues.
- **Principle of Responsiveness:** Company has applied the principle of responsiveness with respect to its stakeholders. Company has well defined system for responding to any concern raised by key stakeholders.
- **Principle of Impact:** Company has identified, measured and disclosed the impact related with some of the key environmental, social and governance topics.
- **Reliability and quality of specified information:** The majority of the data and information verified by assurance team (on sample basis) during the assessment is found to be fairly accurate. All data is reported transparently without material error.

Without affecting the overall conclusions on the Report, the following recommendations are made: The Company already has systems in place to collect data on key sustainability parameters. To further strengthen the alignment on reporting according to the sustainability standards, the company may organize training for data owners. Company may also adopt advanced software for capturing the site specific sustainability data as per reporting requirements to avoid the possibility of human error in data entry, calculations and reporting.

Assessed by:

Abhay Kumar Agarwal

Lead Assessor

**Emergent Ventures India Private Ltd.**

1002, Magnum Tower-1, Sector 58, Gurugram – 122001, Haryana, India

29 July 2024

