

Sustainability Report 2023-24





**BEYOND THE RUNWAY,
NAVIGATING TOWARDS
OPERATIONAL
NET**







Contents

<h2>01</h2>		<h3>Leadership Messages</h3>	04
		■ Message from CEO	04
		■ Message from COO	05
<h2>02</h2>		<h3>Introduction and Responsible Business</h3>	06
		■ About the Report	07
		■ Our Sustainability Highlights	08
		■ ESG Performance	10
		■ Indian Aviation Industry	14
		■ Organisation Profile	15
		■ Navi Mumbai International Airport	18
		■ A soaring network, transcending boundaries	20
		■ Our portfolio of services	24
		■ Infrastructure and Operations	27
<h2>03</h2>		<h3>Corporate Governance</h3>	30
		■ Organization structure and composition	31
		■ Board Committees	34
		■ Sustainability structure	35
		■ Key Codes, Policies and Frameworks	37
		■ Public Policy and Advocacy	38
		■ Risk management policy and business continuity	39
<h2>04</h2>		<h3>Stakeholder Engagement and Materiality Assessment</h3>	42
		■ Insights into our stakeholder engagement	44
		■ Materiality Assessment	45
		■ Risk and opportunities of material topics	48

05



Environmental Stewardship

■ Environmental Management System	53
■ Climate Action	54
■ Emissions Management	60
■ Energy Management	62
■ Waste Management	64
■ Noise Management	67
■ Water Management	68
■ Biodiversity	71

06



Fostering Social Change

■ Our Workforce	75
■ Employee Well-being	80
■ Learning and Development	84
■ Human Rights	88
■ Health and Safety	92
■ Aerodrome Rescue Fire Fighting	100

■ Security Practices	103
■ Information Technology and Cybersecurity System	104
■ Customer Experience	106
■ Supply Chain Management	111

07



Assurance Statement

112

08



GRI Index

115

■ Airport Operator Specific Standard Index	118
■ Abbreviations	119



MESSAGE

FROM CEO



Dear Stakeholders,

I am pleased to present our annual sustainability report, showcasing our unwavering commitment to environmental responsibility, social engagement, and economic progress. In FY2024, we reached key milestones, including a record of 167,132 passengers in a single day in November.

Throughout FY2024, we served 52.82 million passengers, connecting 56 international and 66 domestic destinations. This growth reflects the success of our collaborative efforts.

Sustainability is central to our services and operations. As part of our commitment to environmental protection and significant GHG emission reductions, MIAL has pledged to achieve Operational Net Zero [Scope 1 and Scope 2] by 2029, already achieving a 99% reduction. 100% of our electricity now comes from renewable sources, positioning us as a fully green airport. Further steps include the addition of 54 electric vehicles, planting of over 1,500 trees, and achieving IGBC Platinum certification for Terminal 2, all reinforcing our commitment to lowering our carbon footprint.

Our expansion plans are designed with sustainability at their core.

Our digital transformation has enhanced the passenger experience, earning us the title of 'Best Airport with over 40 Million Passengers' in Asia Pacific for the seventh consecutive year. Awards and accreditations such as ACI Level 4+, Platinum Rating at ACI's Green Airports, and CII Excellent Energy Efficient Airport underscore our leadership in sustainability and innovation. As we look ahead, we remain dedicated to building a sustainable and resilient future for our airport and the communities we serve.

Thank you for your continued support.

Sincerely,
Prakash Tulsiani
CEO, Mumbai International Airport Limited



MESSAGE

FROM

COO



Dear Stakeholders,

I am pleased to highlight Chhatrapati Shivaji Maharaj International Airport's (CSMIA) commitment to exceptional passenger service through cutting-edge technology and digital transformation. We prioritise transparency, accountability, and sustainability. We have set up a full-fledged Environment and Sustainability department and various cross-functional teams for smooth implementation of the Sustainability Road Map. Our Sustainability Road Map will set annual targets for emission reduction, zero waste to landfill, water positivity index, etc.

We continue to innovate with solutions like Inter-Terminal Transfers, Self-Baggage Drop Systems, and a 12% increase in check-in capacity in FY2024. Our use of DigiYatra and Pre-Embarkation Security Checks (PESC) further improves the passenger experience.

Our Complaint Management System (CMS), adhering to ISO 10002 guidelines, ensures efficient handling of feedback. We maintain strict compliance through our Audit Committee, Code of Conduct, and Speak Up Platform, promoting ethical behaviour and transparency.

In addition to operational excellence, we focus on corporate social responsibility, aiming to restore pre-COVID CSR activities and make a positive community impact. These efforts reflect our dedication to innovation, passenger satisfaction, and responsible corporate citizenship.

Sincerely,

Hitarth Mankodi

COO, Mumbai International Airport Limited.



Introduction and Responsible Business

We at Mumbai International Airport Limited (MIAL), place sustainability at the core of our operations and decision-making process. Acknowledging our commitments and efforts towards our sustainability journey, we are privileged to share our sixth Sustainability Report for the financial year 2023–24. This report demonstrates our commitment to reach the global sustainability benchmarks.



About the Report

It provides a comprehensive overview of our progress in environmental stewardship, social responsibility, corporate governance and economic efficiency and highlights our adaptation to best practices and innovative solutions complying with the global standards and regulations of sustainability. This report offers clear insights into our achievements and reaffirms our dedication to a sustainable future.

Since 2012, we have consistently shared our progress through bi-annual updates, achieving notable milestones along the way. Starting in 2024, we will transition to sharing our report annually. We were the first Indian airport in Asia Pacific to publish a GRI-compliant sustainability report. These achievements reflect our ongoing commitment to transparency, effective risk management, and leveraging sustainable opportunities.

Mumbai's dynamic and vibrant character drives our approach to balancing rapid growth with environmental and social stewardship. This report details our alignment with reference to GRI 2021 Standard, United Nations Sustainable Development Goals, Business Responsibility and Sustainability Report.

As a pivotal player in the aviation sector, we are dedicated to create value for all stakeholders and continuously improving our engagement practices. Stakeholder feedback is crucial to our governance, strategy, and overall performance.

This report does not include restatements from previous reports. We welcome your feedback and suggestions and thank you for your continued interest and support in our sustainability journey.

Reporting Period

01-Apr-2023 to
31-Mar-2024

Reporting Scope and Boundary

Terminal 1 & 2, Cargo
terminal, Airside and
landside areas, CSMIA
offices.

External Assurance

Yes, the limited level assurance
statement based on ISAE 3000
(revised) from Intertek India
Private Limited.

Reporting Cycle

Annual

Year of Most Recent Report

FY 2020

Headquarter and operational countries

Mumbai, India

Feedback and suggestions

environment.mial@adani.com

Our Sustainability Highlights



1,67,132

number of passengers in
single day on 25th Nov 2023



Highest ever monthly traffic

4.88 Million

in Dec 2023



52.82 Million

passengers in FY 2024



58%

of procurement from local
suppliers



7%

Increase in cargo
throughput



5.00

ASQ score



57,000+

Manhours of
training





Achieved ACA
Level 4+
in Dec 2022



99.63%
of waste diverted from landfill



Carbon Neutral
for Scope 1 and 2



Achieved
RE 100



86.8%
Reduction for Scope 1
and 2 w.r.t FY 2023



12.9 %
Capacity increase in
captive solar



Terminal 2
**IGBC Platinum
certified**



ESG Performance

Field	Performance Area	Activity	Objective	Status
Service Quality	Communication	Communicating performance to stakeholders	Publication of sustainability report, environmental compliance reporting to regulatory authorities	→ Continuous
	Customer experience	Expansion of pre-embarking areas	Reduction in waiting time at security areas	✓ Completed
		FASTag at Multi-Layer Car Parking	Efficient parking	✓ Completed
		Domestic to Domestic (DTD) connections	Comfort and ease in domestic connecting flights	✓ Completed
	Sourcing renewable energy	Installation of solar panels at terminals	Installation of solar panels at rooftops 70.4 kWp capacity for the reporting period	✓ Completed
			Total installed solar capacity 4.78 MWp	✓ Completed
			100% sourcing of green energy	✓ Completed
	Safety	Lost man-days	Zero-man days lost due to safety related incidences	✗ Not achieved
	Security	Incident free airport	Perimeter Intruder Detection System (PIDS).	→ Continuous
	Transfer process	Connecting time	Domestic / International: 60 min International / International: 45 min	→ Continuous
		Handling of complaints	100% complaints to be responded within 2 working days	→ Continuous
		Response to phone calls	5% calls to be answered within 20 seconds	→ Continuous
		Availability of flight Information	98% availability	→ Continuous
		Automated services	98% availability	→ Continuous
		Lifts, escalators etc	98% availability	→ Continuous
		Repair connection time	95% of high priority complaints within 4 hours, 95% of other complaints within 24 hours	→ Continuous
		Baggage trolleys	100% availability	→ Continuous
		Cleanliness	Achieve a satisfactory cleanliness rating for 95% of all inspections	→ Continuous
		Availability of wheel chairs	100% availability within 5 minutes	→ Continuous
	Terminal services	Assistance for the disabled	100% availability within 5 minutes	→ Continuous

Field	Performance Area	Activity	Objective	Status
Service Quality	Check in	Maximum queuing time	05 minutes for business class 20 minutes for economy class	→ Continuous
	Security check	Waiting time in queue	95% of passengers wait less than 10 minutes	→ Continuous
	CIQ	Checking time in queue	95% of passengers wait less than 10 minutes	→ Continuous
	Baggage delivery	Time for bag delivery from aircraft arrival	Domestic: first bag 10 min, from on blocks time Domestic: last bag 30 min, from on blocks time International: first bag 15 min, from on blocks time International: last bag 40 min, from on blocks time	→ Continuous
	Passenger arrival process (International)	Time taken from aircraft arrival to curb side	95% of passengers take less than 45 min	→ Continuous
	Passenger boarding bridges	% passengers served by boarding bridges	90% of annual passengers	→ Continuous
	Runway system	Delays to arriving/ departing aircraft	Average annual delay per aircraft: 4 minutes or better based on provision of International standard air traffic control procedures and equipment as per communication navigation system/air traffic movement (CNS/ATM) agreement	→ Continuous
	Car parking	Average time taken to find parking space	95% of drivers take less than 5 minutes	→ Continuous
		Average time to depart the airport from the parking lot	95% of drivers take less than 5 minutes	→ Continuous
	Taxis	Maximum waiting time	95% of drivers wait less than 3 minutes	→ Continuous
	Gate lounges	Seating availability	Seats for 80% population/ passengers	→ Continuous
	Cargo services	Average dwell time	For imports, maximum processing time of within 24 hours For exports, maximum processing time of within 24 hours	→ Continuous

Field	Performance Area	Activity	Objective	Status
Social Performance	OHC	Preventive health care	Blood donation camps	✓ Completed
			OPD programs	✓ Completed
			Health awareness camps, wellness initiatives, webinars	✓ Completed
		Protecting flora and fauna	Tree plantation with 90% survival rate	✓ Completed
Environmental Performance	Environment improvement initiatives	Waste management	Segregation and recycling of non-hazardous waste and treatment of organic waste at OWC facility,	➔ Continuous
			Zero Waste to Landfill certification	📅 Planned
		Noise monitoring system	Continuous aircraft noise monitoring system	➔ Continuous
		Air quality management	Operation of Continuous Ambient Air Quality Monitoring System as per National Ambient Air Quality Standard 2009 (NAAQS) and DGCA CAR on Climate Change initiatives and Local Air Quality Monitoring.	➔ Continuous
			Weather Monitoring System	➔ Continuous
		GHG emissions management	Achievement of Airport Carbon Accreditation level 4+	✓ Completed
			Operational Net Zero (Scope 1 and Scope 2)	▶ In Progress
		Transition to electric vehicles	54 (F23; 52, F24:02)	✓ Completed
		Energy conservation	Reduction in energy intensity by 2%	➔ Continuous
		Water conservation	Water positive certification	📅 Planned



The Indian Aviation Industry

Emerging as the world's third-largest air passenger market, the Indian airport industry is transcending horizons resonated with the momentum of India's growth. The country's soaring workforce and growing middle class are steadily increasing the demand for expansion in this sector. This spike is forecasted to pilot a significant elevation in air travel demand in the coming years.

To tap into this opportunity, the Indian Government has made substantial investments in infrastructure development. It plans to increase the number of operational airports by approximately 50% from the current 157 to 230 over the next five years.

The government has outlined plans to elevate all six metro cities into major international air travel hubs.

According to the International Air Transport Association (IATA), India is poised to surpass the United Kingdom in air passenger traffic, positioning itself as the world's largest air passenger market by 2030.

With projected annual passenger numbers set to rise to 500 million, India's aviation sector is on the cusp of significant growth. A notable contributor, Mumbai International Airport Limited (MIAL) has seen impressive operational metrics. With the airport's stand utilization at a high of 90% and runway availability at a strong as 93%, it has been able to serve a total of 52.82 million passenger traffic, and 3,24,988 air traffic movements. Upcoming facilities like Navi Mumbai International Airport, are slated for expansion to accommodate the incoming surge in demand.

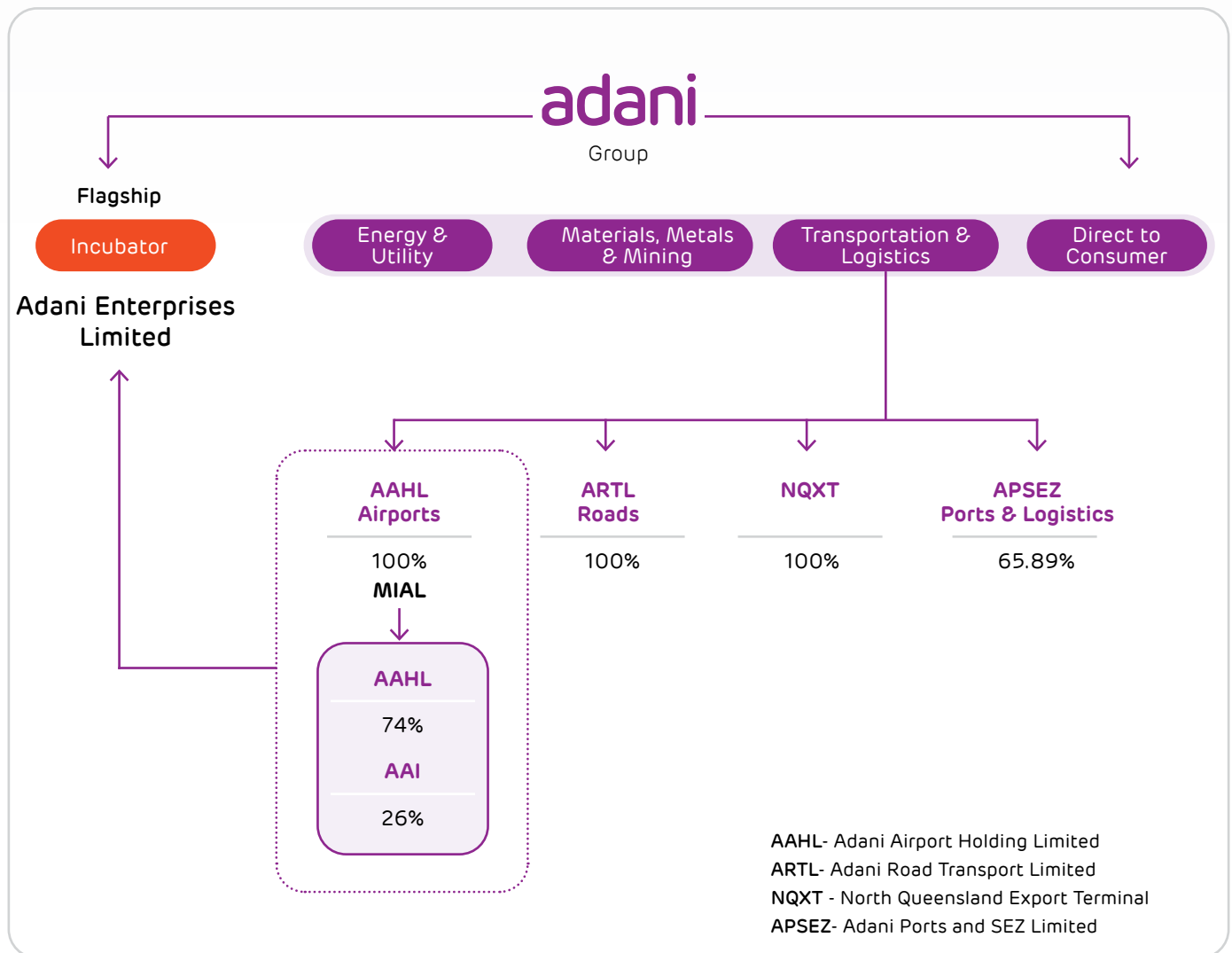
With the airport's stand utilization reaching **90%** and runway availability at an impressive **93%**, it has efficiently managed to serve a total of **52.82 million** passengers and facilitate **3,24,988** air traffic movements in FY 2024.



Organisation Profile

Founded and led by visionary industrialist Mr. Gautam Adani, the Adani portfolio of companies, headquartered in Ahmedabad, India, embarked on its journey in 1988 with a focus on commodity trading through its flagship entity, Adani Enterprises Limited (formerly Adani Exports Limited). Today, the Adani Group stands as one of India's largest and most dynamic diversified business conglomerates. Spanning sectors such as transport, logistics, energy, utilities, materials, metals, mining, and various consumer-facing industries, our portfolio encompasses eleven publicly traded companies. Notably, four of these businesses hold Investment Grade ratings, underscoring the group's financial robustness and credibility. The Adani Group is also distinguished as India's sole issuer of Infrastructure Investment Grade bonds, reflecting its pivotal role in the nation's economic infrastructure development. Adani Airport Holding

Limited a subsidiary of Adani Enterprises Limited, was incepted in 2019, with the intention of advancing the Adani Group's vision to the next milestone.



Mumbai Airport leading the charge for cleaner skies

In a city with confluence of charm, aspirations, art and enterprise, Mumbai draws people from all over the world to build and grow their lives. In this impeccable financial capital of India, MIAL headquartered in Mumbai (managed by AAHL), takes pride to operate CSMIA.

AAHL holds a majority stake of 74% in MIAL, while Airports Authority of India holding the remaining 26%. Our operations have been focused on being environmentally and socially responsible. We aim to create value for our stakeholders while ensuring a safe and secure working and operating environment.



38.5 million Domestic
Passengers and **14.3 million**
International Passengers



66 Domestic Destinations
and **56 International**
Destinations



9 Domestic Airlines
and **55 International Airlines**



237,892 Domestic ATMs
and **77014 International ATMs**



25 Freighter Airlines



3931 Domestic Freighter ATMs
and **6135 International**
Freighter ATMs





Vision

To be a world class leader in businesses that enrich lives and contribute to nation in building infrastructure through sustainable value creation.



Mission

A smart and connected airport that curates seamless experiences for all its stakeholders and becomes a global benchmark in aviation.



Resonating with the vision and a keen understanding of contemporary mobility needs, the Adani Group envisions transforming CSMIA into India's premier aerotropolis, a global hub, catering to both domestic and international travellers. This entails incorporating interdependent clusters of commercial and residential infrastructure creating a vibrant ecosystem.



Keeping our mission at the forefront, this development is expected to boost aviation-related enterprises and employment opportunities, bolstering metropolitan expansion. At CSMIA, our focus is on delivering a distinctive, experiential offering that prioritizes Mumbai's unique characteristics and enhances overall passenger experience.



Values

↑ Courage

We shall embrace new ideas and businesses.

↑ Commitment

We shall stand by our promises and adhere to high standards of business.

↑ Safety and Security

We shall always ensure the highest standards of safety and security for all our stakeholders.

↑ Collaboration

We shall work together with all our stakeholders to achieve our purpose and our mission, thereby becoming a natural partner of choice for everyone.

↑ Creativity

We shall always look for new ways of creating value for all our stakeholders, reinforcing our purpose of being a trendsetter.

↑ Humility

We shall serve all our stakeholders with a genuine sense of gratitude of providing us with an opportunity to engage with them.

↑ Trust

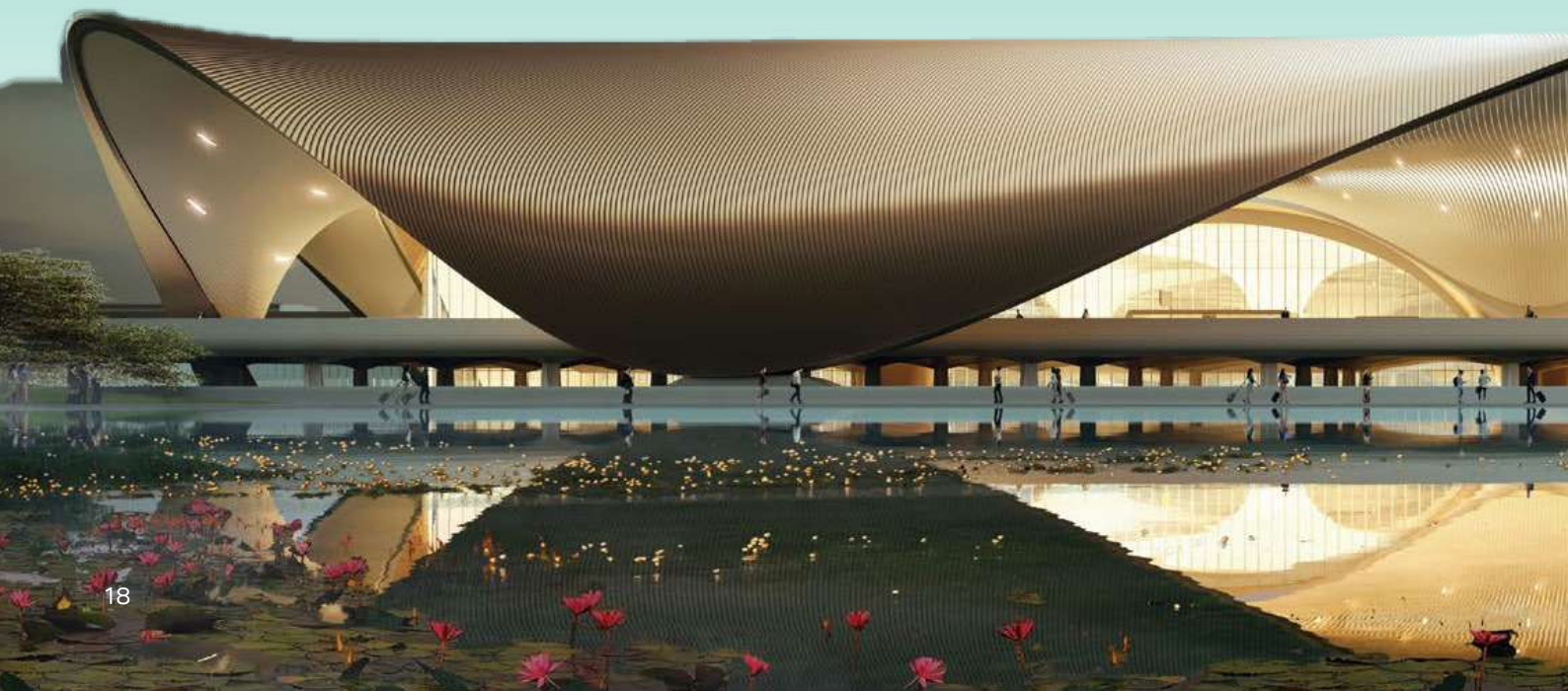
We shall believe in our employees and other stakeholders.

Navi Mumbai International Airport (NMIA)

Originally conceived in 1997 under the auspices of City and Industrial Development Corp. (CIDCO), NMIA represents a significant infrastructure initiative for Maharashtra. As air traffic demands increased, the horizons opened for expansion of infrastructure resulting in NMIA.

Situated within Mumbai's bustling urban landscape, we proudly introduce NMIA, a subsidiary of MIAL, heralded as India's pioneering multi-modal aviation and transportation hub. NMIA is designed to offer seamless connectivity across air, road, suburban rail, metro, high-speed rail, and waterways, ensuring passengers experience a comprehensive and efficient transportation network.

The goal is to accommodate up to four terminals and elevate the airport's total passenger handling capacity to **90 million annually**.





Highlights



Single terminal building spanning over
2,00,000 sq mtrs



20 million
passengers annually (Phase 1)



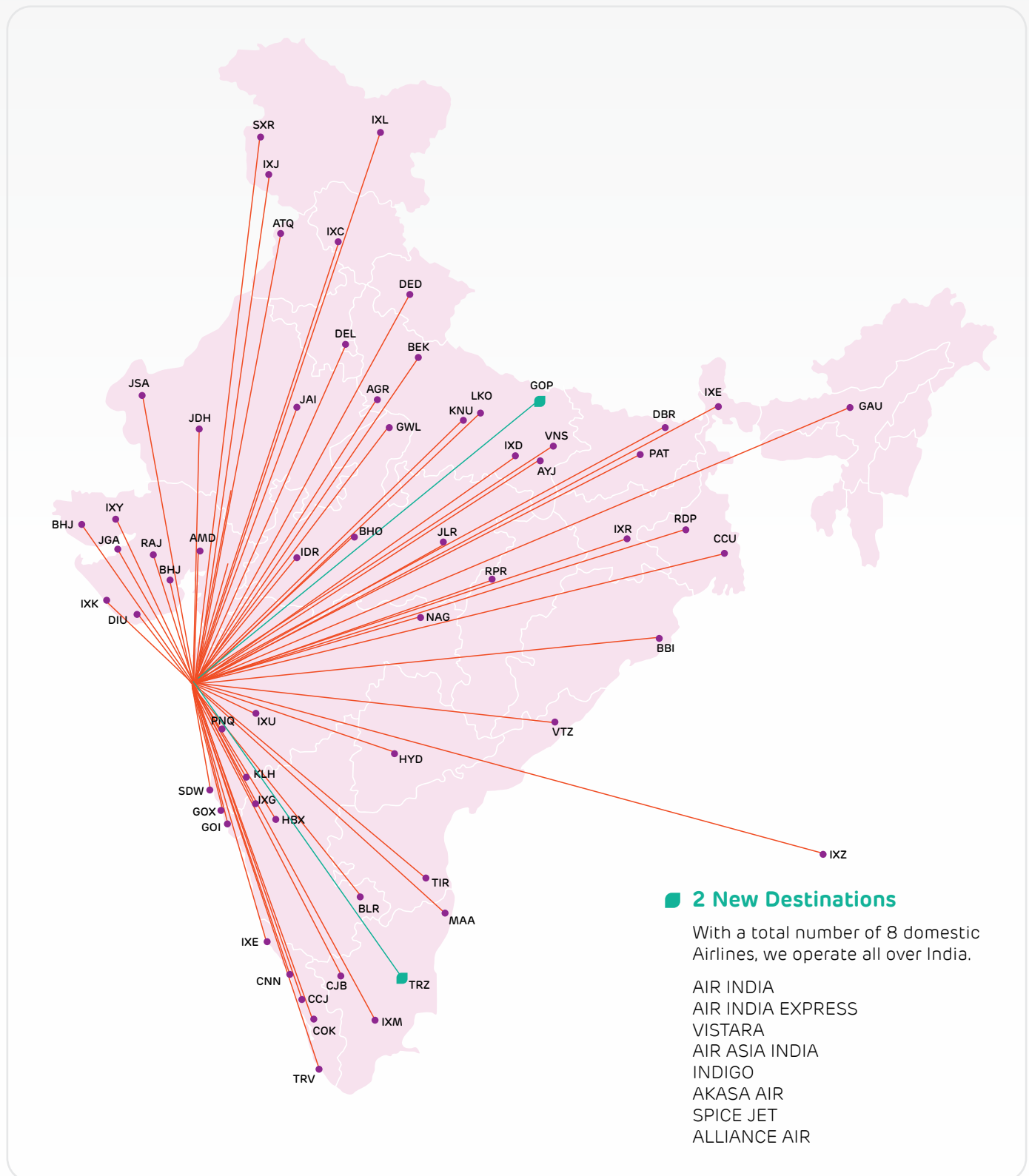
Full-length runway with parallel taxiway
42 aircraft
maintenance and parking stands



A soaring network, transcending boundaries

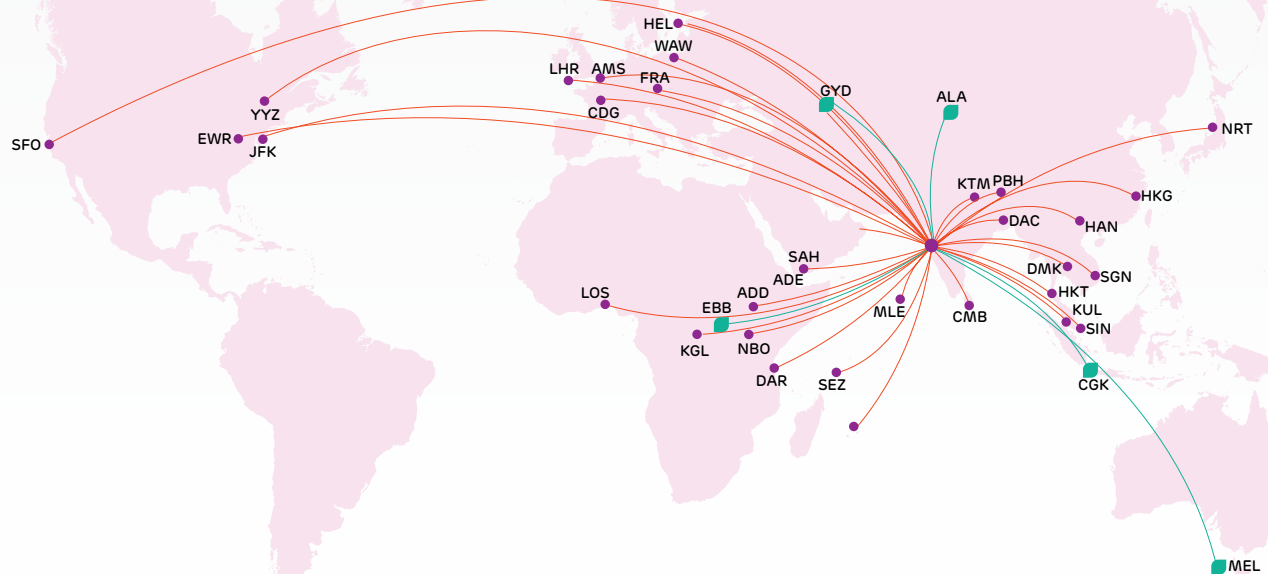
Domestic Footprint

Our domestic airlines network is scattered all over India connecting 66 destinations with 2 new destinations.



Global Footprint

Our international airlines network is scattered all over the world connecting 56 destinations with 5 new destinations.



■ 5 New Destinations

■ 4 New Airlines

AIR ARABIA
AIR ARABIA ABU DHABI

■ AIR ASTANA

AIR CANADA
AIR FRANCE
AIR INDIA
AIR INDIA EXPRESS
AIR MAURITIUS
AIR PEACE
AIR SEYCHELLES
AIR TANZANIA

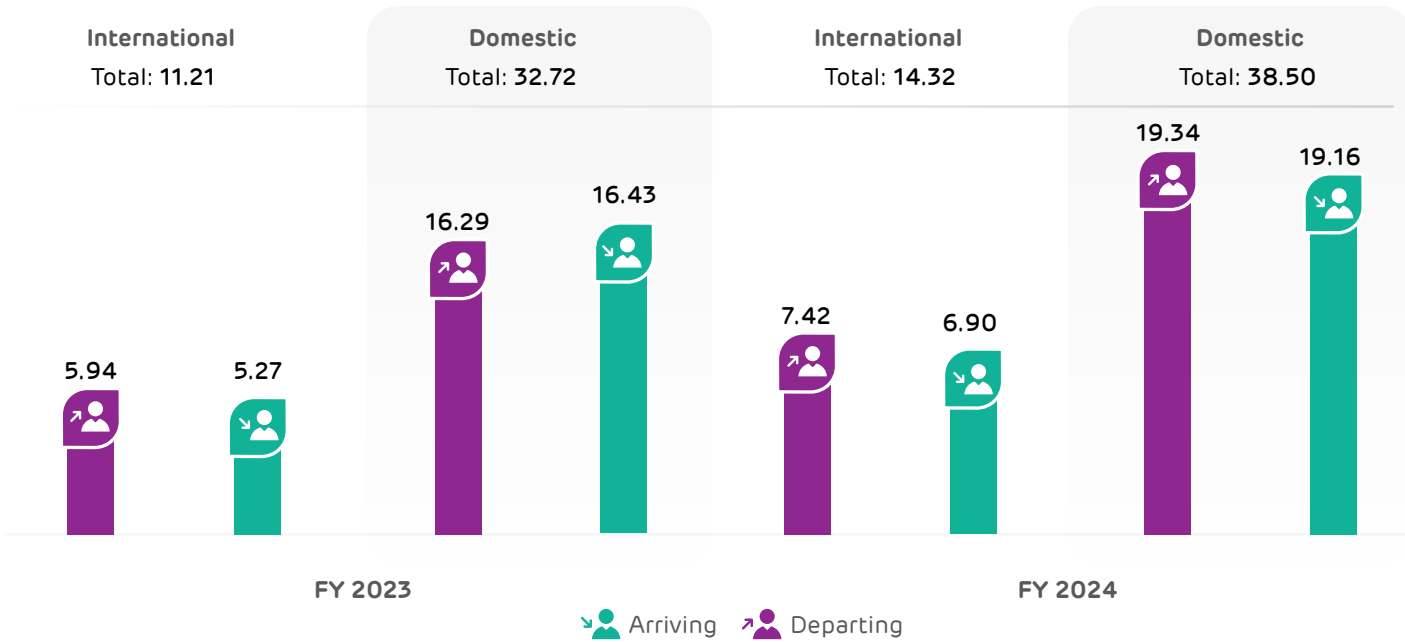
■ AKASA AIR

ALL NIPPON AIRWAYS
AZERBAIJAN AIRLINES
BRITISH AIRWAYS
CATHAY PACIFIC
EGYPT AIR
EMIRATES
ETHIOPIAN AIRLINES

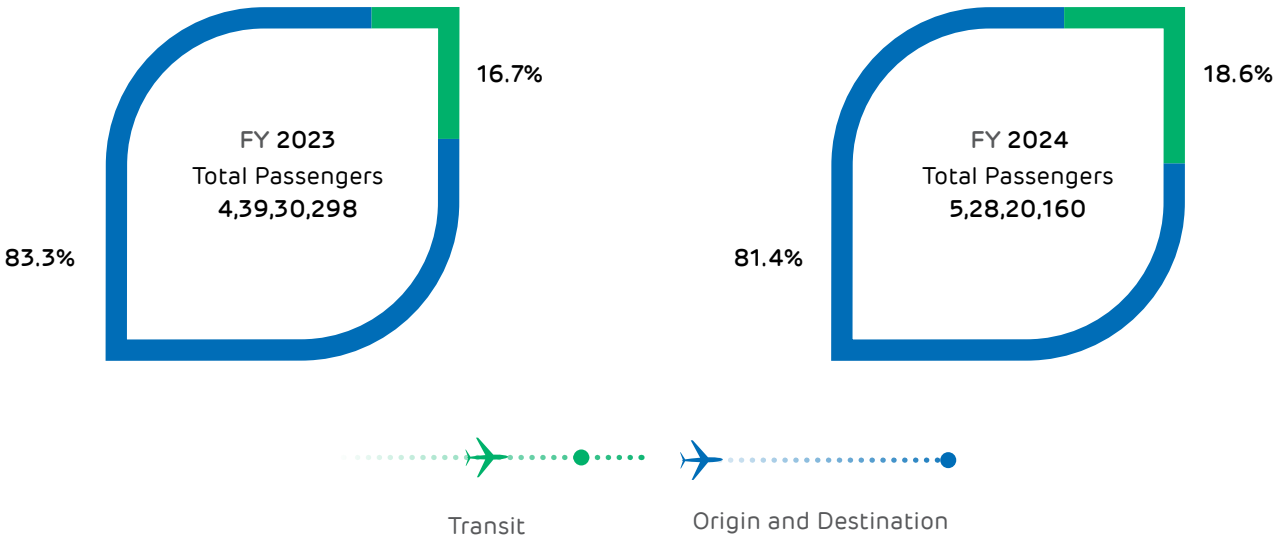
ETIHAD AIRWAYS
FINNAIR
FLY BAGHDAD
FLYDUBAI
FLYNAS
GO FIRST
GULF AIR
INDIGO
IRAN AIR
IRAQI AIRWAYS
JAZEERA AIRWAYS
KENYA AIRWAYS
KLM ROYAL DUTCH
KUWAIT AIRWAYS
LOT POLISH AIRLINES
LUFTHANSA
MALAYSIA AIRLINES
MALINDO AIR
OMAN AIR

QATAR AIRWAYS
ROYAL NEPAL AIRLINES
RWAND AIR
SAUDI ARABIAN AIRLINES
SINGAPORE AIRLINES
SPICE JET
SRILANKAN AIRLINES
SWISS INTERNATIONAL AIRLINES
INTERNATIONAL AIRLINES
THAI AIRWAYS INTERNATIONAL
THAI LION AIR
TURKISH AIRLINES
■ UGANDA AIRLINES
VIETJET AIR
■ VIETNAM AIRLINES
VIRGIN ATLANTIC
VISTARA
YEMENIA AIRWAYS

Passenger Movements (In million)



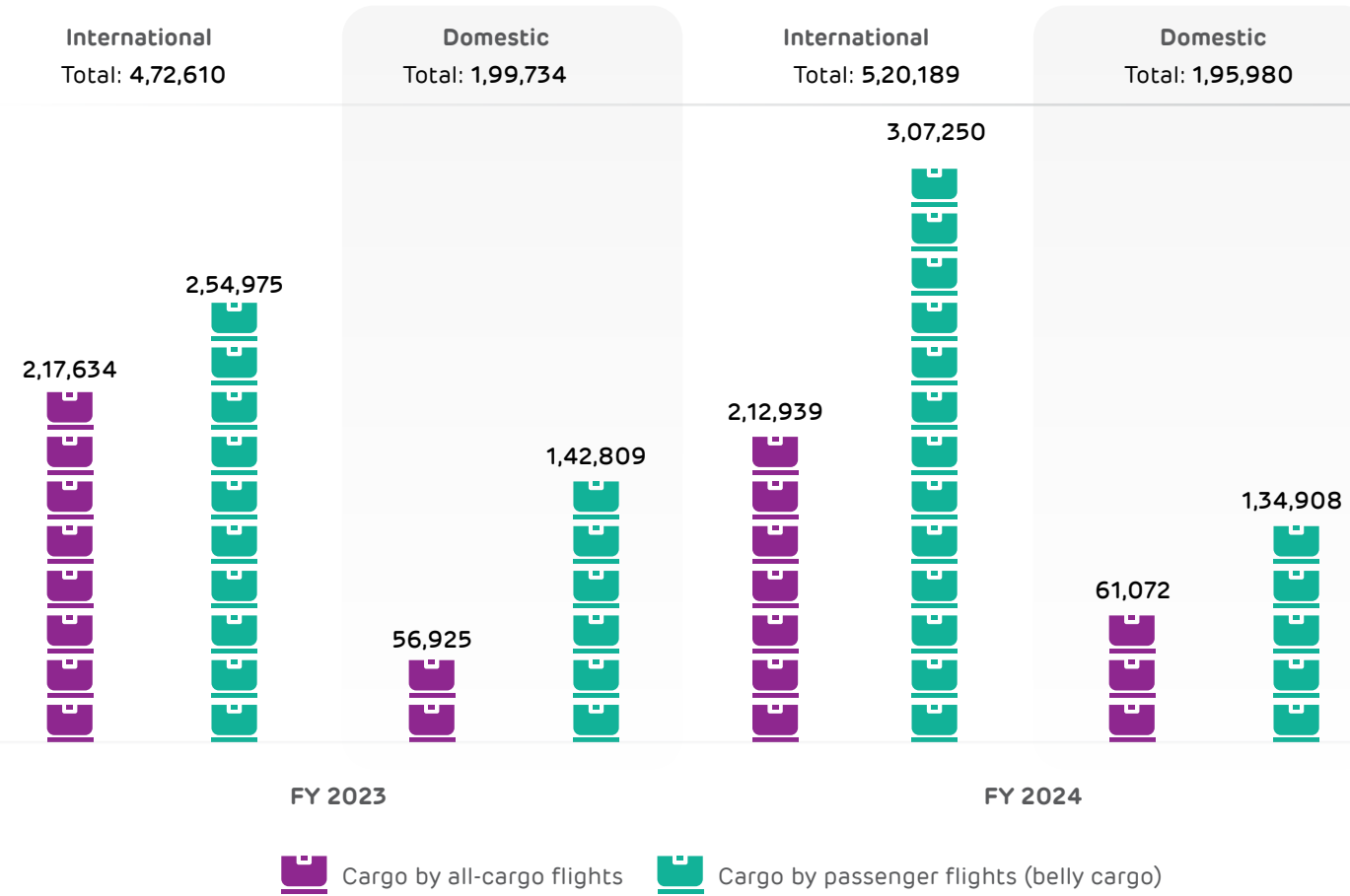
No. of passengers by use of airport



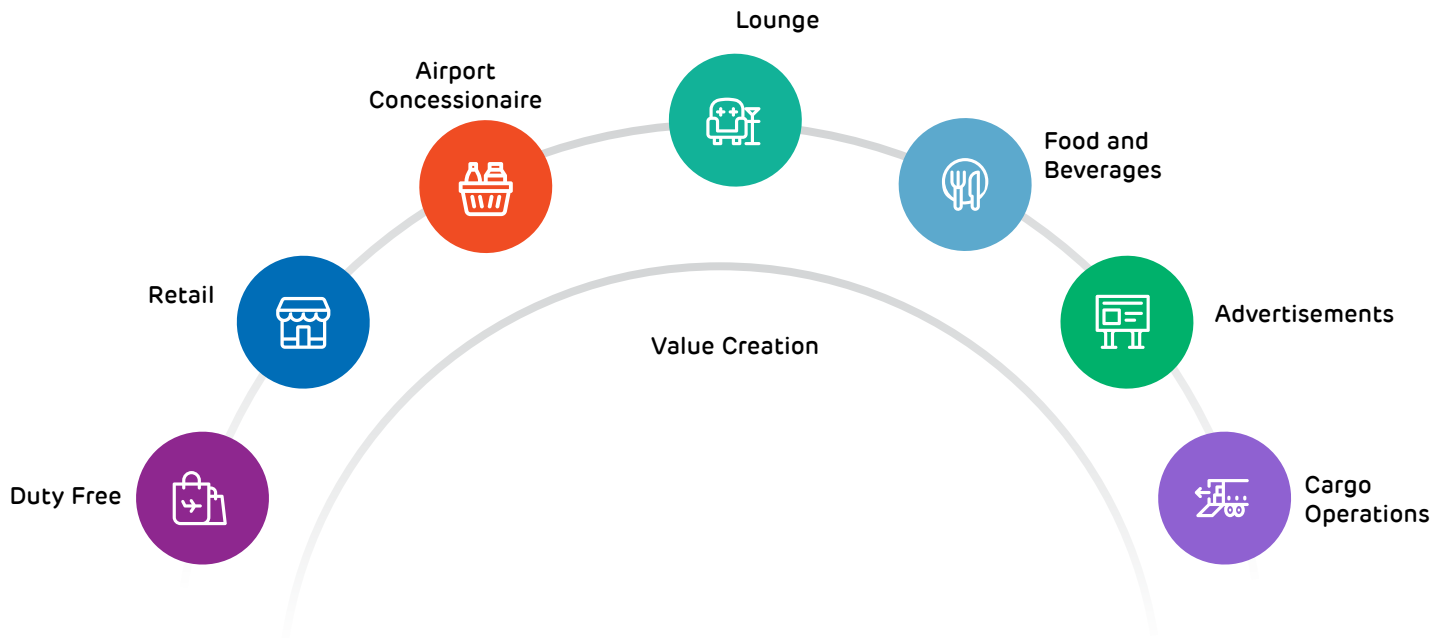
Total number of aircrafts

Total Aircrafts	FY 2023	FY 2024
Passenger	2,90,387	3,24,972
General Aviation	11,763	13,385
Defence	681	446

Cargo movements in MT



Our Portfolio of Services



Duty-Free Shopping Zones



An exquisite array of sought-after brands, our diverse product range spans liquor, cosmetics, confectionery, fashion & luxury, tobacco, electronics, toys, and wellness items.

Airport Concessionaire



Our expanded consumer experiences zones empower travellers with enhanced shopping and dining experiences. This strategic initiative drives growth in non-aeronautical revenues for us and our partners.

Retail



We curate exclusive brands to meet the tastes of travellers, offering a diverse range of products spanning luxury goods to travel essentials.

Food and beverages



We elevate the culinary experience with a next-generation central food hall that offers diverse cuisines across various budget ranges. Strategically positioned additional F&B concepts throughout the terminal and near departure gates enhance accessibility.

Lounge



We create exclusive and personalized experience zones for privilege, business class, and loyalty members to enhance their travel experience. Differentiated service offerings for corporate clientele include exclusive meet-and-greet services, dedicated business centres, and expedited lounge access.

Advertisements



Using our cutting-edge infrastructure across multiple mediums, we orchestrate a multitude of opportunities for our partners to showcase their brands and products effectively. Complemented by predictive advertising strategies, our creative and captivating advertising engages passengers deeply.

Cargo operations



We set ourselves apart as leaders in value for our cargo operations by consistently pioneering innovative strategies. This commitment is exemplified through initiatives such as the Integrated Cargo Terminal (ICT) and the adoption of AMAX/TEDi for digitalization, enhancing efficiency with Digital Docket Delivery and Electronic Data Interchange (EDI).

Other Allied Services

Car Parking Services



We prioritize delivering a seamless transportation experience for our passengers. Through affordable and reliable transportation choices, and ample parking spaces, we ensure our passengers enjoy their journey throughout.

Fuel Farm



MAFFFL a joint venture company between MIAL, Indian Oil Corporation Limited, Bharat Petroleum Corporation Limited and Hindustan Petroleum. MAFFFL owns and operates storage & distribution including fuel hydrant system at integrated fuel farm facility at the Mumbai airport on open access basis.

Pranam Meet and Greet



From meet and greet services to lounge access and shopping assistance, our resolute 'Pranaam' team ensures a stress-free and memorable journey, redefining airport hospitality with excellence and authenticity.

Infrastructure and Operations

Our foremost objective is to develop airport infrastructure that enhances safety and efficiency for all key stakeholders, including airlines, passengers, regulatory bodies, and cargo operators. As air traffic continues to grow and customer expectations evolve, it is imperative that we continuously innovate our processes and design to meet these demands.

By leveraging innovations and data-driven insights, we ensure that every facet of our planning and execution aligns with the highest standards of operational excellence.

From 2022 to 2024, we invested INR 200 Crores in various infrastructure upgrades, including runway

recarpeting, Runway End Safety Area (RESA) enhancements for Runways 14 and 32, and the reconstruction of Apron C. These upgrades not only bring our infrastructure into compliance with updated DGCA CAR standards but also enhance operational efficiency and safety. Additionally, these projects have generated local employment opportunities, and we are actively exploring further strategies to increase the involvement of local contractual workforce in our operational activities moving forward.

INR 200 Crores invested in various infrastructure upgrades, including runway recarpeting from FY 2022 to FY 2024.

Runway 14-32 recarpeting

Runway 14-32 is a crucial standby runway, essential for use during the scheduled maintenance of the primary runway 09-27 or when the primary runway is unavailable. It also plays a vital role when wind conditions shift to favour its direction, necessitating its continuous operational readiness 24/7.

Runway 14-32 required comprehensive recarpeting to restore its pavement to optimal standards. This major rehabilitation project was executed, in accordance with DGCA regulations. By undertaking this recarpeting, we enhanced the runway's performance and safety, maintaining its critical role in the airport's operational efficiency.

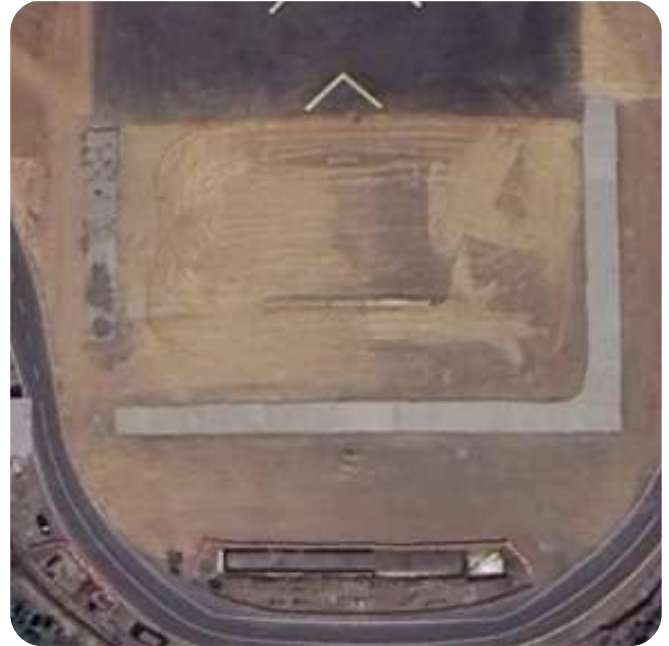


RESA Upgradation

The Runway End Safety Area (RESA) is a critical safety feature designed to mitigate the risks associated with aircraft undershooting or overshooting the runway during landings or rejected take-offs. RESA comprises a specially prepared surface surrounding the runway, engineered to reduce potential damage to aircraft in the event of such incidents.

With the evolution of aviation technology and the introduction of larger, faster aircraft, the standard dimensions for RESA have been expanded to enhance

safety. In alignment with the updated DGCA CAR requirements and to accommodate these advancements, we have undertaken a comprehensive upgradation of the RESA. This project involves strengthening the underlying layers of the RESA to meet current standards and ensure optimal performance in safeguarding against runway excursions. The upgraded RESA will significantly contribute to the overall safety and reliability of runway operations.



Apron C & Taxiway W6 – Phases 1, 2, & 3

Taxiway W6 is a crucial infrastructure element, linking the domestic aprons to Runway 14/32 and Taxiway N. It also functions as a key exit taxiway for Runway 32 and is connected with Runway Exit Taxiway W5. Apron C, located in front of Terminal 1, serves as an essential domestic apron with 24 parking stands and a three-tier parking configuration.

To address the periodic wear and tear in the concrete pavement of both Taxiway W6 and Apron C due to operational loading, a comprehensive reconstruction project has been initiated.





Corporate Governance

Having a strong corporate governance propels trust and accountability boosting progress towards a more sustainable business. It provides a framework for ethical business practices, risk management, and compliance, crucial for long-term sustainability.



An effective corporate governance ensures that we comply with strict aviation safety, security, and environmental regulations, reducing legal risks and operational disruptions. Our governance framework enhances the operational efficiency by streamlining decision-making and optimizing resource allocation.

We believe that sustainable and long-term growth of every stakeholder depends upon the judicious and effective use of available resources and consistent endeavour to achieve excellence in business. By upholding ethical business practices, we build trust

with airlines, passengers, regulatory bodies, and investors. This holistic approach aligns and strengthens our commitment to sustainable growth and societal contribution.

The cardinal principles such as independence, accountability, responsibility, transparency, fair and timely disclosures, credibility, sustainability, etc. serve as the means for implementing the philosophy of corporate governance in letter and in spirit.

Manifesting this into our corporate strategy, it is vital to acknowledge our corporate philosophy based on the principles of Courage, Trust and Commitment.

Corporate philosophy



Courage

We shall embrace new ideas and businesses.



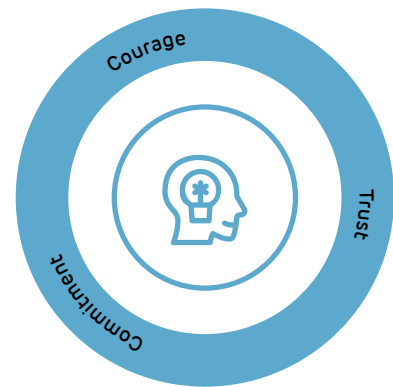
Trust

We shall believe in our employees and other stakeholders.

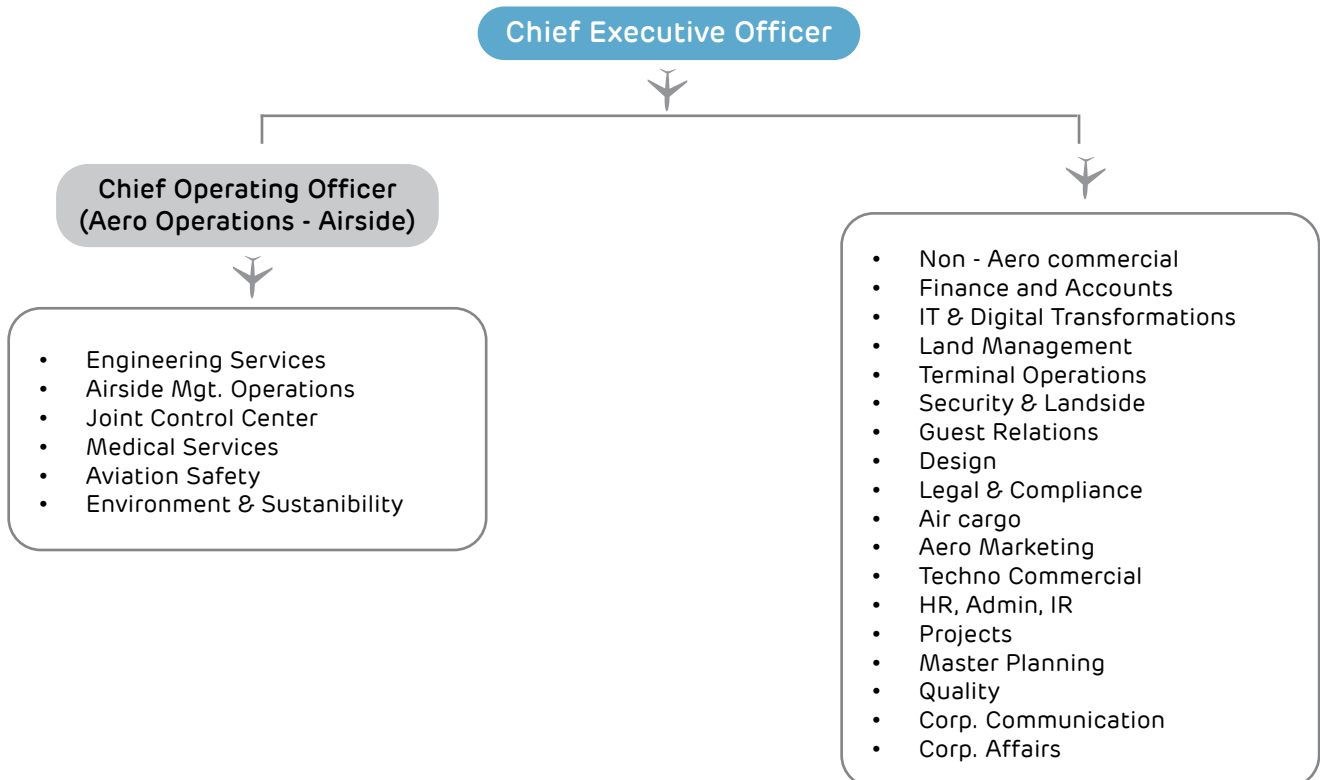


Commitment

We shall standby our promises and adhere to high standard of business.



Organisation structure and composition

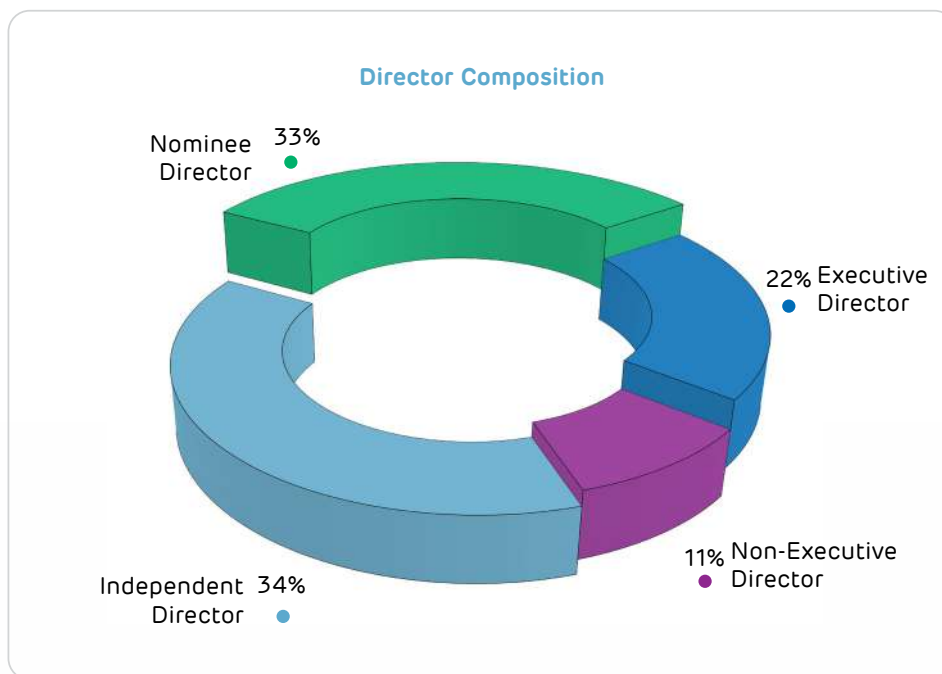


Board of Members

We believe that an effective board must have a robust composition and responsible leadership. Actualizing this concept, our board boasts of diverse expertise, leadership capabilities, and a strong commitment to ethical practices. They are equipped to address a wide range of challenges and opportunities with strategic thinking that enable us to navigate dynamic business landscapes effortlessly. Promoting independence, ethical governance and accountability, they ensure an ideal environment for sustained growth.

Board Composition

Our Board comprises of highly experienced persons of repute, eminence and has a good and diverse mix of Executive, Non-Executive, Independent and Nominee Directors. The Company has nine (9) Directors, including two (2) Executive (whole-time) Directors, one (1) Non-Executive Director, three (3) Government Appointed Nominee Directors (representing Airports Authority of India) and three (3) Independent Directors. The Board composition is in conformity with the applicable provisions of Companies Act, 2013 ("Act"), as amended from time to time and other applicable statutory provisions.



The Board composition is in conformity with the applicable provisions of Companies Act, 2013 ("Act"), SEBI Listing Regulations, as amended from time to time and other applicable statutory provisions.

A quick glance at our board



Mr. Jeet Gautam Adani
Whole-time Director



Mr. M Suresh
Nominee Director



Mr. Pankaj Malhotra
Nominee Director



Mrs. Rubina Ali
Nominee Director



Mr. Hemant Nerurkar
Independent Director



Mr. Kalaikuruchi Jairaj
Independent Director



Mr. Rajender Mohan Malla
Independent Director



Mr. Gaurav Gupta
Non-Executive Director



Mr. Prakash Tulsiani
Whole-time Director & CEO

● Audit Committee ● CSR Committee ● N&R Committee C -Chairman M - Member

Board Committees



Nomination & Remuneration Committee

The Nomination and Remuneration Committee ("NRC") is responsible for selecting and recommending candidates for the Board of Directors and senior management roles. It also sets and reviews compensation policies, ensuring that executive pay is competitive and aligned with performance. Additionally, the committee oversees succession planning and evaluates the performance of leadership.



Audit Committee

The Audit Committee acts as a bridge for the Management, the Statutory Auditors, Internal Auditors, and the Board of Directors to evaluate the financial reporting process of the Company.

The Audit Committee's purpose is to evaluate and ensure the quality of accounting, auditing and financial reporting process including review of the internal audit reports and action taken report.



CSR Committee

The Corporate Social Responsibility ("CSR") Committee's responsibilities include formulating and recommending a CSR Policy aligned with Schedule VII of the Companies Act, 2013, advising on CSR expenditure, monitoring policy implementation, and fulfilling additional mandates as required by the Board or statutory regulations.

Sustainability Structure

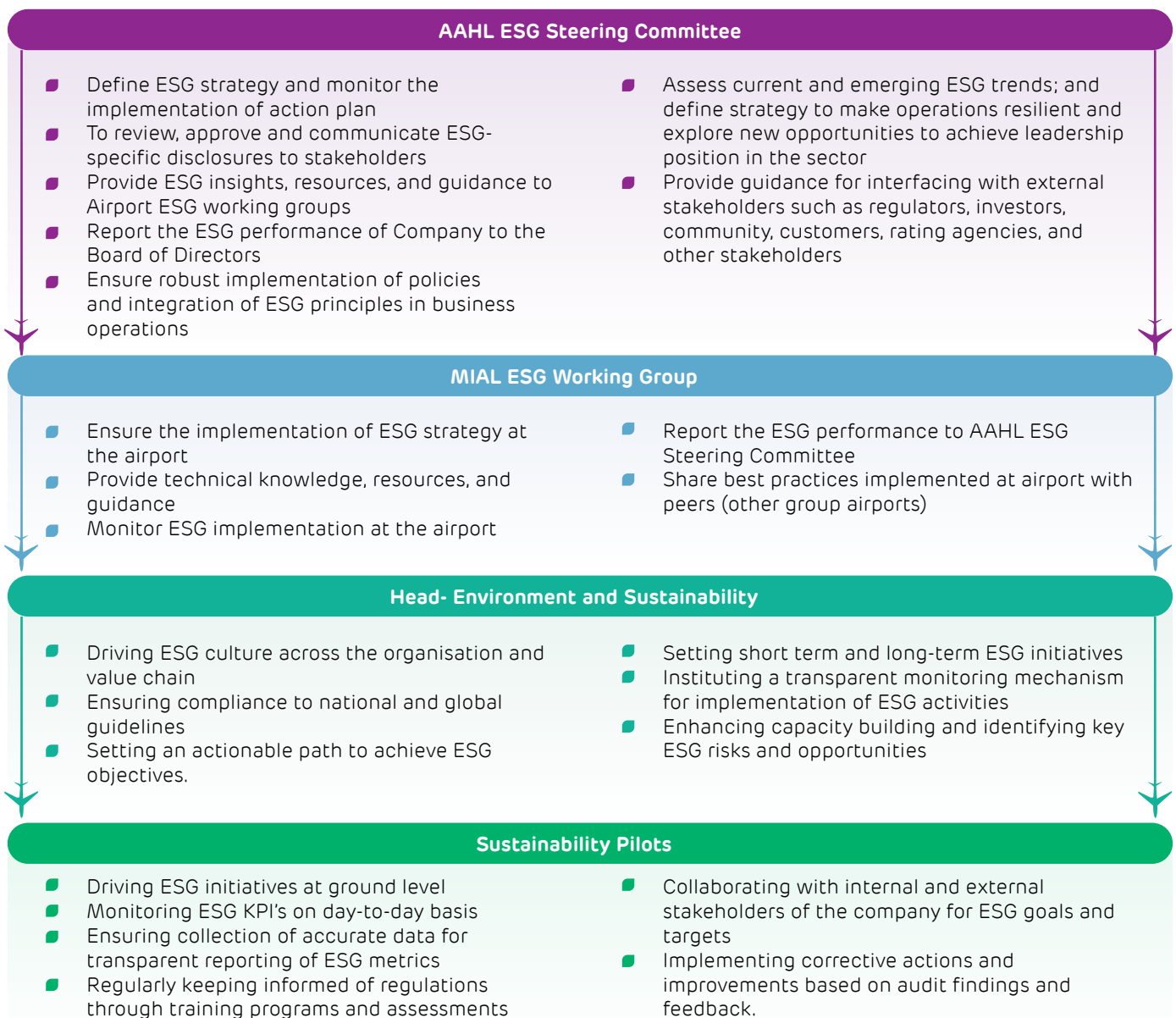
We have a board approved "Corporate Responsibility Committee" at AAHL level which is responsible for the Company's significant strategies, policies, and programs on social and public responsibility matters and for sustainability aspects with respect to the Company.

To achieve ESG commitments and leadership position, AAHL has defined a ESG governance framework which is chaired by CEO-AAHL and has representation from distinct functions. ESG steering committee communicates the ESG performance to the corporate responsibility committee.

At CSMIA, an ESG working group is formed under the leadership of the CEO along with representations from

key functions like E&M, master planning, projects, environment and sustainability, HR & IR, finance, etc. The working group works in alignment with ESG steering committee at AAHL and communicates the ESG performance on regular interval.

Our ESG charter at CSMIA is dedicated to creating an ESG strategy aligned with the objectives set by AAHL's ESG steering committee which is responsible for structuring sustainability strategy and long-term goals & targets. It works towards developing policies and guidelines on various ESG practices and provides accurate and transparent reporting of ESG metrics to stakeholders.



Nomination Procedure

The process for identifying, evaluating, and selecting candidates for key positions, ensures that the chosen individuals possess the necessary skills, experience, and diversity to effectively contribute to the company's governance and strategic goals. It is in conformity with the applicable provisions of Companies Act, 2013 ("Act") as amended from time to time and other applicable statutory provisions.

All the directors of the organisation are appointed by the Board with respect to the recommendations of the Nomination and Remuneration Committee, jointly seeking the approval by the Shareholders by show up in general meetings. The Executive Directors are appointed in compliance with the Act and their terms of employment with the organisation.

No director serves on more than 10 Committees or acts as an independent director in more than 7 listed companies. Additionally, no Director on the Company's Board is a member of more than 10 committees or chairs more than 5 committees (including audit and stakeholders' relationship committees) across all companies where they serve as Directors.

All our directors have disclosed their committee positions in other companies as per the compliance.

Board Evaluation

The Board adopted a formal mechanism for evaluating its performance as well as that of individual Directors, including the Chairman of the Board. The exercise was carried out through a structured evaluation process covering various aspects of the Boards functioning such as composition of the Board, experience & competencies, performance of specific duties & obligations, contribution at the meetings and otherwise, independent judgment, governance issues etc.



Remuneration Policy

The Remuneration Policy of the Company is directed towards rewarding performance, based on review of achievements on a periodic basis. The Policy ensures that the level and composition of remuneration of the Directors is optimum.



Remuneration to Non-Executive Directors

The Non-Executive Directors are paid sitting fees of INR 50,000 for attending Board and other Committee meetings along with actual reimbursement of expenses, incurred for attending each meeting of the Board and other Committees. The Company has taken a Directors' & Officers' Liability Insurance Policy.



Performance Evaluation Criteria for Independent Directors

The performance evaluation criteria for Independent Directors are determined by the Nomination and Remuneration Committee. An indicative list of factors that may be evaluated include participation and contribution by a director, commitment, effective deployment of knowledge and expertise, effective management of relationship with stakeholders, integrity and maintenance of confidentiality and independence of behaviour and judgement.



Remuneration to Executive Directors

The remuneration of the Executive Directors is recommended by the Nomination and Remuneration Committee to the Board based on criteria such as industry benchmarks, the Company's performance vis-à-vis the industry, responsibilities shouldered, performance/track record, macro-economic review on remuneration packages of heads of other organisations.

To ensure excessive risk taking is not rewarded, the Company has malus and claw back policy which gives right to the Company to claw back the remuneration paid to the senior management.

Conflict of Interest

Our mechanisms are designed in way to respect and acknowledge diversified views to ensure the quality & authenticity of decision making. The principles in our governance are guided by integrity, transparency, and ethics displayed by the Board of Directors. We ensure an equal participation of the controlling stakeholders. The purpose of Code of Conduct is exemplified for the Directors to practice ethical conduct and inhibit conflicts among the stakeholders leaving no room for unbiased decision making in the organisation.

During the period under review, we did not enter any material transactions with any of our related parties. None of the transactions with any of the related parties was against the Company's interest.

Skill Mapping

The Board of Directors is pivotal in shaping our strategy and governance. With a board that includes experience in a multitude of fields, they ensure robust and effective risk management. Their deep understanding and emphasis on ESG issues allows us to adopt responsible business practices. By leading with integrity and setting a high standard, our board deeply influences our company's culture, ethical practices, and overall societal and environmental impact.

Equipped with diverse skills, our Board of Directors significantly impact our financial outcomes and broader company goals.

Our board's collective knowledge and expertise:

-  **Business Leadership**
-  **Risk Management**
-  **Merger & Acquisition**
-  **Technology & Innovations**
-  **Industry and Sector Experience**
-  **Corporate Governance & ESG**
-  **Global Experience**
-  **Financial Expertise**

Key Codes, Policies and Frameworks

The policies have been developed and implemented in accordance with the applicable provisions of Companies Act, 2013 ("Act"), as amended from time to time. This alignment guarantees that all operational and governance aspects adhere to established guidelines, providing a consistent and reliable framework for decision-making and corporate responsibility. The CEO act as the senior most signing authority for each policy. Transparency is a key principle for the organisation, our policy commitments are publicly available. Through regular trainings, clear documentation, and open channels for feedback, we keep our employees, business partners and other stakeholders abreast of our policies to maintain ethical behaviour throughout the organisation.

List of policies

CSMIA has its own set of policies that highlight our commitment to transitioning into a sustainable growth model and implementing robust environmental restoration and conservation initiatives, apart from this CSMIA has aligned itself with the policies adopted by AEL that provide clear direction and govern the business strategies and actions. These policies mirror our Company's commitment to transitioning into a sustainable growth model and implementing robust environmental restoration and conservation initiatives. For more details, refer our ultimate holding company website <https://www.adanienterprises.com/en/investors/corporate-governance>

Below is a comprehensive list of the policies implemented at CSMIA:

 ACAB Policy	 Risk Management Policy
 CSR Policy	 QHSE Policy
 Whistleblower Policy	 IFC Policy
 ESG Policy	 Hedging policy
 Green Procurement policy	 Road safety policy
 Energy Policy	 N&R Policy

Anti-Corruption, Anti-Bribery Policy and Anti-Competitive Behaviour

We have zero-tolerance to bribery and corruption and are committed to act professionally, fairly and with integrity in all our business dealings. It is our policy to conduct our business in an honest and ethical manner. This policy applies to all individuals working for the CSMIA at all levels and grades along with third parties. All employees are required to undergo annual training on the anti-corruption and anti-bribery policy & procedures.

The Company undertakes a periodic bribery and corruption risk assessment across its business to understand the bribery and corruption risks it faces. The risk assessment is documented, and presented to the Audit Committee and is updated on annual basis. We have adequate procedures in place to address those risks. All employees covered under this Policy are encouraged to promptly report any concerns regarding bribery or suspicions of malpractice. Possible corruption should be reported to Vigilance & Ethics Officer via whistleblower@adani.com immediately.

There have been **zero incidents** of corruption with employees or business partners. Public legal cases regarding corruption brought against the organisation or employees is also zero for FY 2024.

Anti-competitive behaviour, anti-trust, and monopoly practices affect consumer choice, pricing, and other factors that are essential to efficient markets. At CSMIA, we ensure sustainable growth and promote fairness through a stringent policy to prevent monopolies and keep a healthy competition fostering a diverse and efficient market. **Legal actions regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation have been zero.**

Grievance redressal mechanism

Customers

Customer relationship management is integral to our business's long-term success. Our focus is on actively engaging with customers, understanding their needs, and delivering substantial value to enhance their experience.

We adhere to strict timelines for handling feedback and grievances. Upon receipt, all acknowledgements are sent to users within 24 hours. Grievances are resolved and closed within 28 days with a final resolution provided. Queries receive responses within 48 hours of receipt.

These measures ensure prompt and effective resolution of issues to maintain high standards of service and compliance.

MIAL Workforce

The IR and HR teams address the grievances of contractual workers and CSMIA employees respectively. For creating a working ecosystem where imbalances in the society is eliminated, online grievance redressal system – "SPEAK UP" is in place for our on-roll employees. The system is designed to redress the grievance within a defined timeline of 14 working days.

Public Policy and Advocacy

Effective policies and regulations play a pivotal role in driving social change and environmental protection by ensuring alignment of benefits across diverse stakeholders. We believe that industries must extend their influence beyond organisational boundaries to actively advocate for sustainability challenges. Below are some of the membership and industry associations we are affiliated with:

- Airports Council International (ACI)
- Directorate General of Central Aviation (DGCA)
- Airports Authority of India (AAI)
- Ministry of Environment, Forest and Climate Change (MoEFCC)
- Confederation of Indian Industries (CII)
- Association of Private Airport Operators (APAO)
- International Air Transport Association (IATA)
- CAPA Centre for Aviation
- Bombay Natural History Society (BNHS)
- British Safety Council
- National Safety Organisation
- Foundation For Aviation & Sustainability Tourism (FAST)
- International Civil Aviation Organisation (ICAO)
- Ministry of Civil Aviation (MOCA)
- Maharashtra Pollution Control Board
- Ministry of Labour & Employment
- Municipal Corporation of Greater Mumbai

Risk Management Policy and Business Continuity

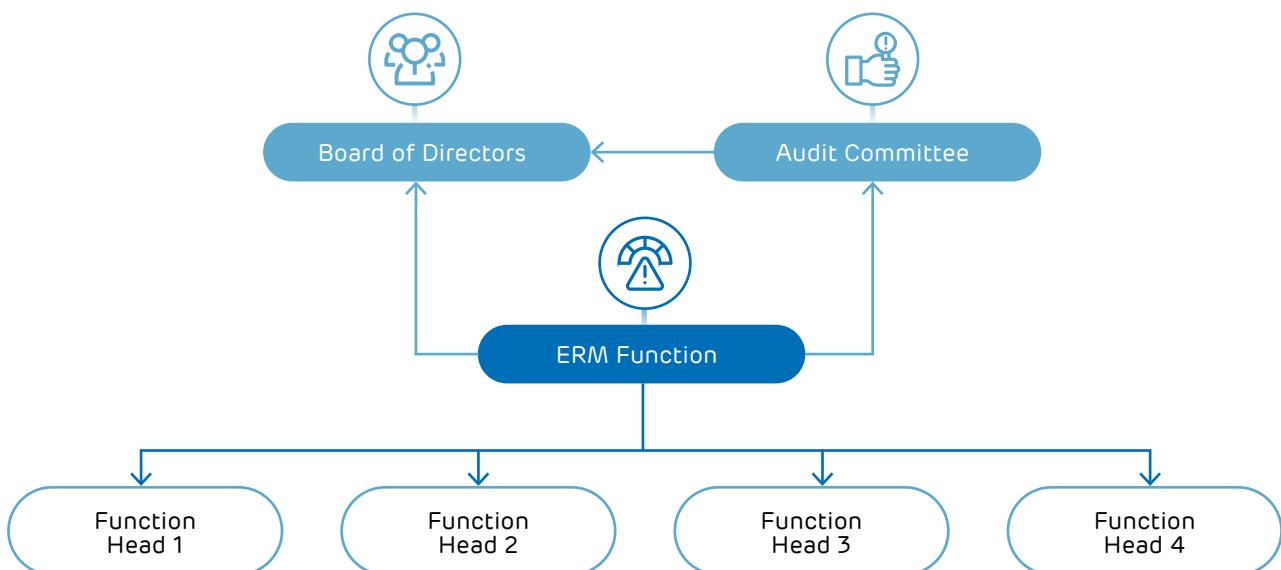
Business Continuity Management is indispensable for CSMIA's operations due to the high stakes involved in maintaining uninterrupted services. Natural disasters like earthquakes or floods, technical failures such as power outages, cyber-attacks, and even health crises like pandemics can severely impact airport operations. CSMIA's business continuity management plan minimizes downtime, financial losses, and ensures the safety and security of passengers and staff.

Our risk management policy aims at providing standards for identifying, assessing and managing business risks and ensuring the effective monitoring and accurate reporting of these risks to the key stakeholders. Applicable to every part of CSMIA's business and

functions, the policy complements the corporate governance initiatives of CSMIA.

At CSMIA, we have a strong risk management system to navigate all the internal and external risks seamlessly. The ERM function at CSMIA handled by the Management Assurance Department of the Company is responsible to maintain a comprehensive oversight over all risks and their management. This system enables the Company to identify and evaluate potential risks in a timely manner & provide enough room and time for implementing the needed mitigation strategies.

The below chart provides the risk management organisation structure within CSMIA:



Board of Directors (BoD)

The BoD is responsible for management of all key identified risks across the organisation and ensuring that risk management functions are effectively discharging their responsibilities.

Audit Committee

The Audit committee reports and provides its inputs to the board of directors. It overlooks the entire risk management process, reviews the risk profile of the organisation on a periodic basis, and reviews the organisation's risk appetite.

ERM Function

The ERM function at MIAL would be handled by the Management Assurance Department of the Company. The ERM function is responsible for maintaining a comprehensive oversight over all risks and their management. It is responsible for developing and ensuring implementation of the ERM Policy.

Functional Heads

Functional Head of each department would drive the risk management process within the functions and ensure risk management procedures are complied with in accordance with the ERM policy. They would be the point of coordinating and managing all the risk management activities approved by the BOD.

Risk Management Procedures

The risk management process, an integral part of management, is embedded in CSMIA's culture and practices. The risk management process includes five activities: Risk Identification, Risk Assessment, Risk Treatment and Monitoring and Reporting.



These are some of the prominent risks that are identified and the respective methodologies to mitigate them.



Risk

Economic Risk

High volatility and turbulent economies in the world make aviation and airport operating industries the primary victim for vulnerability. The unpredictability leads to higher opportunity cost of decision making. This could subsequently have a negative impact on the company.

Regulatory and Compliance Risk

The volatility in the regulations both globally and locally puts the aviation and airport industry at risk of unsteady maintenance of operations.

Human Resources Risk

The aviation and tourism markets are subject to high volatility coupled with the uncertainties in the global economic landscape.



Mitigation

The Company creates a conducive business environment, aided by the Government's initiatives for withstanding economic uncertainties, both nationally and globally.

CSMIA has a system of frequent monitoring of regulatory changes and implements an agile business model to comply with those changes effectively. This leads to the meticulous adherence to the regulations and laws making the company lesser vulnerable to risks.

The Company invests in its employees adequately and has carefully nurtured a conducive environment for its workforce. It recognizes the integral role that its employees play in the value creation process and aims to foster enduring relationships with its people.

Managing Emerging Risks

The airport conducts regular risk assessments to identify vulnerabilities and develop mitigation strategies. These assessments cover a wide range of potential threats, from natural disasters to cyber-attacks, ensuring that the airport is prepared for various scenarios. Detailed response plans are developed and regularly updated to reflect the latest best practices and regulatory requirements.

With emergency management protocols in place, we have developed our Airport Emergency Response Plan (AERP) in accordance with Directorate General of Civil Aviation (DGCA), International Civil Aviation Organisation (ICAO) norms to combat any types of exigencies in the airport.

These plans outline the steps to be taken in the event of a disruption, ensuring that all critical functions can be maintained or quickly restored. Communication is a key component. We have stringent protocols in place to keep all stakeholders, including airlines, passengers, and staff, informed during a disruption.

Zero instances of non-compliance with laws and regulations



Stakeholder Engagement and Materiality Assessment

The fuel for our journey starts with a leadership acknowledging stakeholder engagement and materiality assessment by setting the course for sustainability, guiding organisations to prioritize impact and forge meaningful connections.



We as an organization are cognizant that our strategies are our navigational tools that propel us towards our goals. Our journey to reach our goals is heavily dependent on our efficiency and pragmatism in our approach. We believe that restricting the decision making in isolation with the senior management shrinks our horizon and eventually exposes us to vulnerabilities with multiple regulatory, reputational, environmental, social and economic challenges. To cruise over all these turbulent challenges in our journey, we manifest a holistic outlook in building a corporate strategy acknowledging and considering key stakeholder as a vital asset in the value chain.

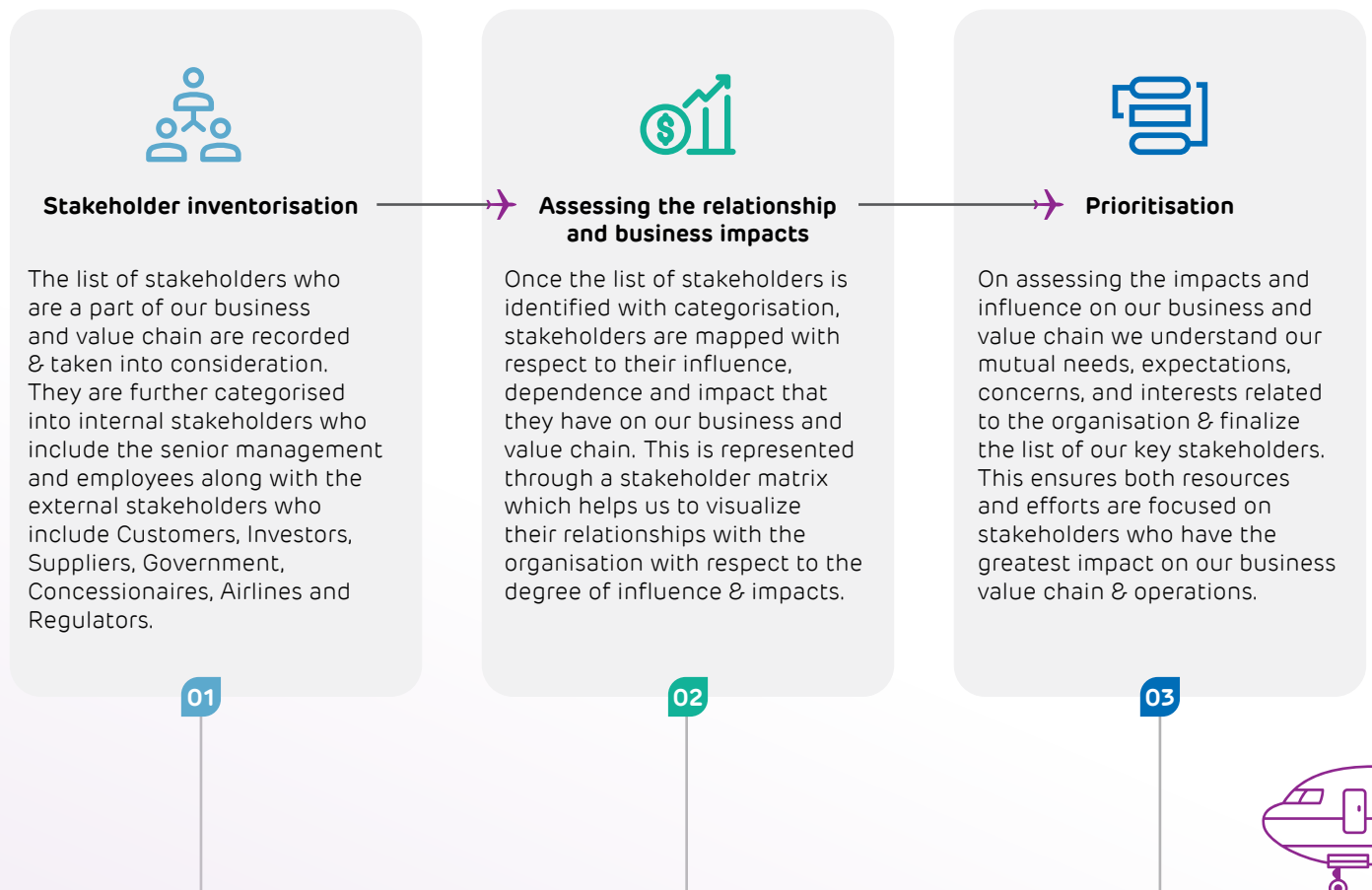
By acknowledging their concerns, priorities, challenges, and needs, the understanding of senior management becomes more vivid which eventually leads to an effective corporate strategy catering to all the needs. It plays a crucial role in building synergy among our stakeholders and ourselves.

It acts as a pivot for prioritising and identifying material issues that could pose business risks or opportunities. The process of prioritising these material issues,

considering stakeholder concerns, and assessing their impact on the business is of great importance to us. Post the prioritisation and categorisation of the associated risks, the subsequent action plans and remedial measures are planned to address them and mitigate risks.







Methodology for stakeholder identification



Insights Into Our Stakeholder Engagement

Our stakeholders play a crucial role across our operations and value chain for building trust, managing expectations, advocating concerns and mitigating risks. By actively involving our stakeholders in the decision-making processes and keeping them informed, organisations can align their strategies with the mutual needs and concerns. Moreover, effective communication and engagement helps our businesses stay compliant with regulations, manage the reputation, and drive sustainable practices.

Stakeholder	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Stakeholder type	Significance	Medium of Communication	Frequency of Communication	Key Interests
Employees 	No	Internal	Employees are crucial to the success of our business; their contributions are essential in executing our strategies and achieving continuous growth.	<ul style="list-style-type: none"> Employee engagement surveys Town-hall meetings Performance appraisal reviews Training programs Intranet portal, in-house newsletters Rewards & recognition Program Employee well-being programs HR interactions 	<ul style="list-style-type: none"> Weekly Monthly Quarterly Annually 	<ul style="list-style-type: none"> Training and Skill development Health and Safety Working conditions Career Growth and Development Fair remuneration Good Work life balance Employee wellbeing Transparent communication
Customers 	No	External	Our market segments are shaped by the needs and preferences of our customers.	<ul style="list-style-type: none"> Information Desk Customer Care Services through Websites and Apps Cultural services Surveys conducted at the airport 	<ul style="list-style-type: none"> Continuous 	<ul style="list-style-type: none"> Passenger Experience Safety and Security Contactless check-ins Hygiene in services Staff behaviour Facilities/Services management Customer Service Quality
Suppliers 	No	External	They enhance operational efficiency to maximize the value chain, remain cost-effective, uphold sustainability, and surpass customer expectations.	<ul style="list-style-type: none"> E-mails and meetings Contract negotiations Supplier evaluations Seminars and conferences 	<ul style="list-style-type: none"> Weekly Monthly Quarterly 	<ul style="list-style-type: none"> Fair and long-term business relations Timely payment Capacity building Transparency
Regulatory Bodies 	No	External	They ensure compliance and business continuity by adhering to regulatory obligations and adapting to evolving policies.	<ul style="list-style-type: none"> Meetings; formal dialogues Telephonic communication Video conferences Email Reporting to regulatory and statutory agencies in compliance with regulatory requirements 	<ul style="list-style-type: none"> Need-based 	<ul style="list-style-type: none"> Compliance with laws & regulations Airside safety Pollution prevention Local economy growth Community development Transparent disclosures

Materiality Assessment

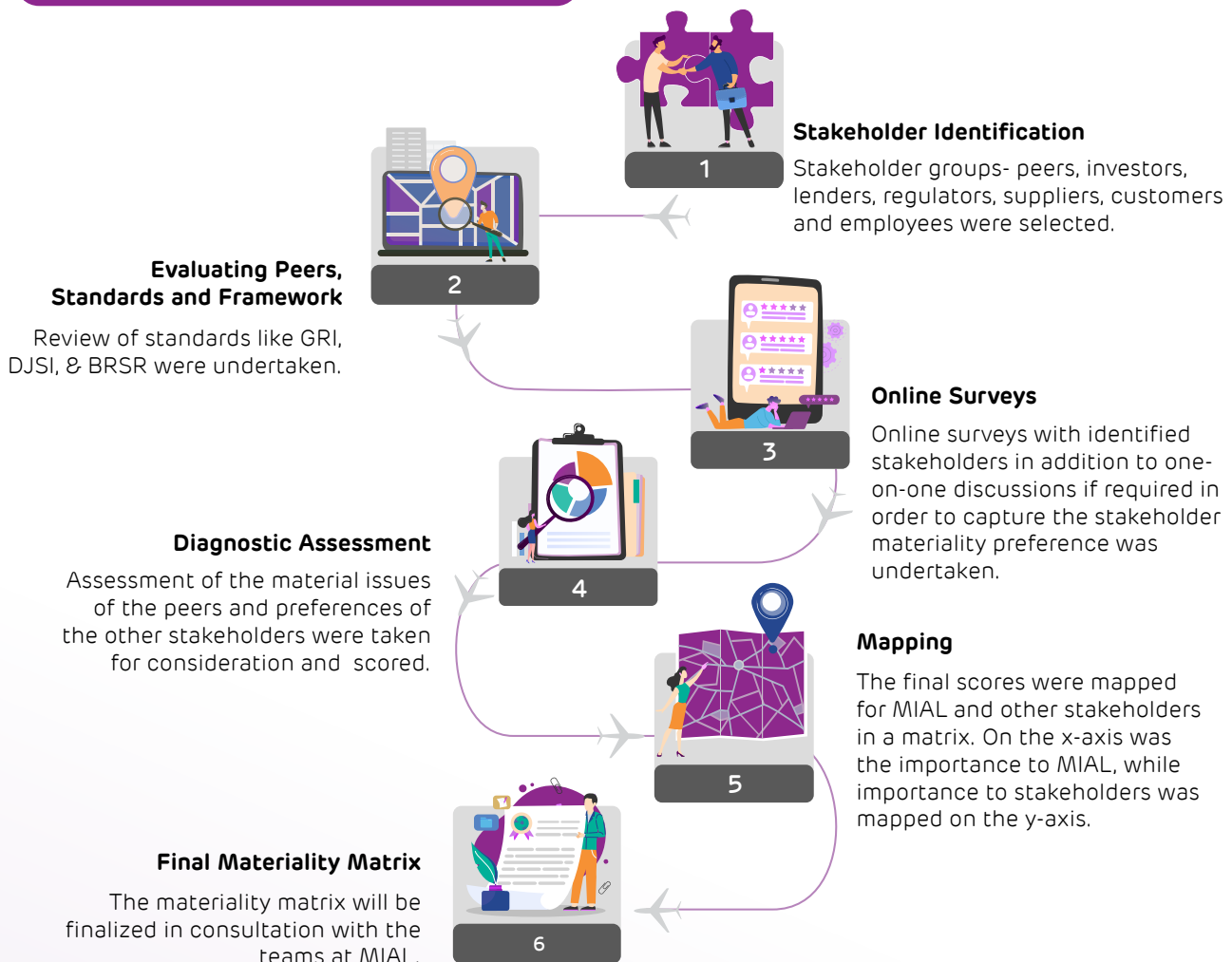
The process of materiality assessment is divided into major steps as represented below which includes stakeholder identification, evaluating peers, standards and frameworks, Online surveys / Stakeholder interaction, diagnostic assessment, Mapping and Final Materiality index.

During the reporting period, we conducted a comprehensive materiality assessment in collaboration with an external service provider. This meticulous exercise enabled us to distinctly identify ESG (Environmental, Social, and Governance) risks that are vulnerable to MIAL and could have significant impact on our operations.

The identification of material topics is carried out by surveying all the stakeholders, both internal and external and the respective factors considered in this survey include industry research, peer reviews, and alignment with key ESG frameworks and ratings such as GRI Standards, UN SDGs, & Dow Jones Sustainability Index (DJSI).

Stakeholders provided feedback on each topic prioritising from high to low, with scoring methodology applied by our third-party service provider based on stakeholder responses. Senior management meticulously reviewed the outcomes of the materiality assessment to ensure relevance and adequacy. Subsequently, we compiled a definitive list of critical material topics and their categorisation.

Process of Conducting Materiality Assessment



Materiality Matrix

After completing the stakeholder interaction and online surveying procedures, the respective responses were analysed, scored, and plotted in the materiality matrix. The X-axis represented the importance to business aspects, while the Y-axis indicated the importance to stakeholders. This visual representation helped us prioritize the issues that matter most to our business and our stakeholders.











- | | | |
|---|-------------------------------------|---|
| 1 Energy and Emissions Management | 8 Environment Disaster Preparedness | 16 Human Rights |
| 2 Customer Satisfaction | 9 Water Management | 17 Talent Attraction & Retention |
| 3 Business Ethics, Integrity & Transparency | 10 Service/Product Quality & Safety | 18 Community Development |
| 4 Health, Safety & Well-being | 11 Data Privacy & Security | 19 Diversity and Inclusion |
| 5 Regulatory Compliance | 12 Grievance Redressal Mechanisms | 20 Climate Change Adaptation and Mitigation |
| 6 Training & Development | 13 Labour Practices | 21 Land Use and Biodiversity Impact |
| 7 Governance & Risk-Management | 14 Sustainable Supply Chain | 22 Circular Economy and Waste Management |
| | 15 Air Quality Improvement | 23 Innovation and Technology |










Key Material Topics

We can analyse from the plot that the matrix is divided into 4 segments out of which the material topics in segment which is most important to both stakeholders and business aspects are the highest priority material topics for the company.



Risk and Opportunities of Material Topics

Material Topic	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Related GRI disclosure	Corresponding SDG	Report Reference
Energy & Emissions Management 	Risk	<ul style="list-style-type: none"> Reducing and controlling the energy consumption and emissions footprint is pivotal to mitigate climate change. Adoption of low carbon technologies helps the organisation to prepare for a sustainable future. Direct and indirect GHG emission tCO2e released due to business activity which contributes to climate change. Continued reliance on non-renewable energy consumption, leading to greater emission generation and environmental damage. 	<ul style="list-style-type: none"> CSMIA has established an ESG policy which is formulated in alignment with the country's objective to achieve net-zero emissions, focusing on controlling consumption and reducing emissions. CSMIA has taken a target to become Operational Net Zero by 2029. CSMIA is purchasing 100% green energy, which has reduced scope 2 emissions to zero. CSMIA has a developed a carbon management plan for optimisation of GHG emissions. 	<ul style="list-style-type: none"> GRI 302: Energy GRI 305: Emissions 	 	Environment Management System
Health, Safety & Well-being 	Risk	Failure to ensure the health, safety and well-being of the Company's workforce may affect productivity, business operations, customer satisfaction and profits.	<ul style="list-style-type: none"> CSMIA strives to foster a safe working environment and ensure Zero Harm. Hazards and risks are periodically identified, with mitigation plans for the same. The Company is certified with ISO 45001: 2018. To ensure the holistic well-being, health and safety trainings are provided to employees as well workers on a regular basis. 	<ul style="list-style-type: none"> GRI 403: Occupational Health and Safety 	 	Health and Safety
Customer Satisfaction 	Risk	Customer satisfaction affects our airport's reputation, revenue, and regulatory compliance	<ul style="list-style-type: none"> A robust consumer relationship management system, processes, policies, and guidelines are at place to enhance the customer experience. Grievance mechanism for passenger feedback We have services and facilities available at the airport to cater the passenger needs. 	<ul style="list-style-type: none"> GRI 418: Customer Privacy GRI 416: Customer Health and Safety 		Customer Experience

Material Topic	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Related GRI disclosure	Corresponding SDG	Report Reference
Training & Development 	Opportunity	Skilled workforce with the requisite technical and behavioural skills, through regular trainings, helps the Company raise the bar on quality of its offerings and become increasingly future-ready.	<ul style="list-style-type: none"> Not Applicable 	<ul style="list-style-type: none"> GRI 404: Training & Education 		Learning and Development
Business ethics, integrity, and transparency 	Risk	To ensure regulatory compliance and building stakeholder trust; ethical conduct, integrity and two-way communication with stakeholders is integral part.	<ul style="list-style-type: none"> Several policies and procedures on business ethics, integrity and transparency are in place. Annual internal audits are being conducted to review the effective implementation of policies. 	<ul style="list-style-type: none"> GRI 206: Anti-competitive Behaviour GRI 205: Anti-corruption GRI 2: General Disclosures 		Corporate Governance
Regulatory Compliance 	Risk	Failure to comply with regulatory requirements may lead to financial consequences for the Company and affect the stakeholder trust.	<ul style="list-style-type: none"> CSMIA has an ESG Policy at place to foster a culture of compliance within the organisation. Disciplinary measures and mechanisms are at place. Also, legal and functional teams monitor the regulatory compliances across the company at defined frequencies 	<ul style="list-style-type: none"> GRI 2-27 : Compliance with laws and regulations 		Corporate Governance
Governance & Risk Management 	Risk	Formulating appropriate risk mitigation strategies is must, to help the Company leverage opportunities, stay ahead of all, and avoid shocks and disruptions to the business.	<ul style="list-style-type: none"> Risks, including ESG risks, are identified in a systematic approach by managing and mitigating them periodically. 	<ul style="list-style-type: none"> GRI 201-2 Financial implications and other risks and opportunities due to climate change GRI 205: Anti-corruption GRI 2-9 to 2-20 	 	Corporate Governance

Based on the analysis and findings of materiality assessment we address them by building remedial measures and strategies to cater to the identified high priority material topics.

Environmental Stewardship

Dedicated to environmental preservation, CSMIA integrates eco-conscious practices, robust policies, and rigorous industry standards seamlessly. We embody environmental stewardship by proactively minimizing resource consumption, optimizing waste management, and actively combating climate change. Our steadfast vision drives us towards a sustainable future, championing initiatives that harmonize economic growth with environmental integrity.



CSMIA reinforces its environmental commitment by embedding sustainable practices at every organisational level. Central to this commitment is our robust Environmental Management System (EMS), which serves as the cornerstone of our eco-centric initiatives. This meticulously designed system seamlessly integrates environmental considerations across our operations, ensuring comprehensive management and mitigation of our environmental footprint. Embodying industry-leading standards and regulatory requirements, our EMS encompasses a broad spectrum of policies, procedures, and practices. Through rigorous adherence to these guidelines, we uphold the highest environmental

stewardship, proactively identifying and mitigating risks while optimizing resource efficiency and minimizing waste and emissions.

Our proactive approach not only fulfils our environmental obligations but also underscores our dedication to sustainable development and a healthier planet for future generations. Amid the urgency of climate change, we actively promote renewable energy adoption as part of our commitment to being a responsible corporate citizen. By advancing sustainable practices, CSMIA contributes to a better, more resilient future for all.

Highlights of Awards and Achievements

We are proud to share the numerous accolades and milestones that underscore our unwavering commitment to sustainability. This year has been marked by significant achievements across various dimensions of our sustainability efforts, demonstrating our leadership and dedication to creating a positive impact on the environment and society. Here are some of the standout highlights:



Mumbai International Airport recognised with Platinum Rating at ACI's Green Airports Recognition (GAR) Programme 2023.



IGBC Platinum Certified Mumbai International Airport T-2 terminal.



Our proactive approach showcases and underscores our dedication to sustainable development and creating a healthier planet for future generations



Excellent Energy Efficient Unit award from the Confederation of Indian Industry (CII) at the 24th National Award for Excellence in Energy Management event.



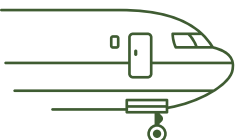
Outstanding Achievements" award in the "Emission Reduction" category at the 23rd Greentech Environment Award Program 2023.



Felicitated with the prestigious 'Best Sustainable Airport Award' at the 14th International Conference for Civil Aviation.



Mumbai Airport was awarded top honours in the Garden Competition 2024 organised by Brihanmumbai Municipal Corporation (BMC).



Environmental Management System

CSMIA's Environmental Management System (EMS) is integral to ensuring strict compliance with environmental regulations. Our comprehensive approach integrates policies, controls, and procedures to effectively manage environmental aspects across all operations. Each department aligns with sustainability goals, fostering a culture of continuous improvement. This collaborative effort enables rigorous monitoring and evaluation of environmental performance to identify areas for enhancement and set new benchmarks. Seeking third-party certification validates the effectiveness of our EMS, reinforcing our commitment to global best practices and responsible environmental stewardship. Through ongoing refinement, CSMIA is

dedicated to reducing its environmental footprint and driving positive change in the communities it serves.

In FY 2024, we proudly maintained our ISO certifications, which reflect our dedication to upholding high standards in sustainability and operational excellence. Our ISO certifications validate our commitment to integrating robust management systems and sustainable practices into our daily operations.

ISO certifications achieved and maintained:

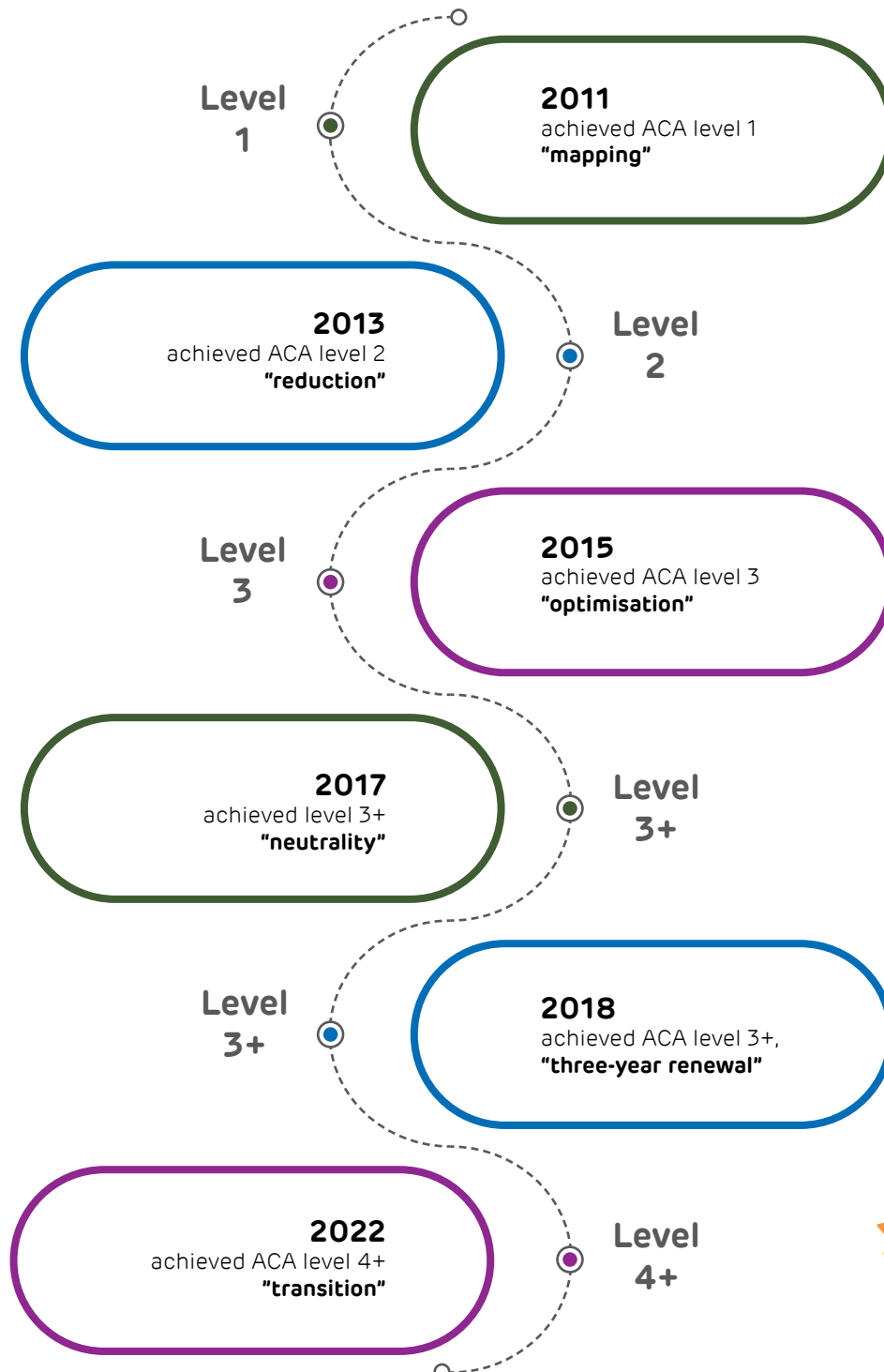
- **Environment Management System ISO 14001:2015**
- **Energy management ISO 50001:2018**



Climate Action

In 2011, CSMIA began its journey towards reducing carbon footprint by implementing Carbon Accounting and Management System (CAMS) based on ISO 14064-1 to identify, measure & manage GHG emissions as a part of GHG management program. Since then, the airport has been a part of ACI's Airport Carbon Accreditation

(ACA) program. Airport Carbon Accreditation (ACA) is global airport-specific carbon standard which independently assesses and recognizes the efforts of airports to manage and reduce their carbon emissions through levels of certification.



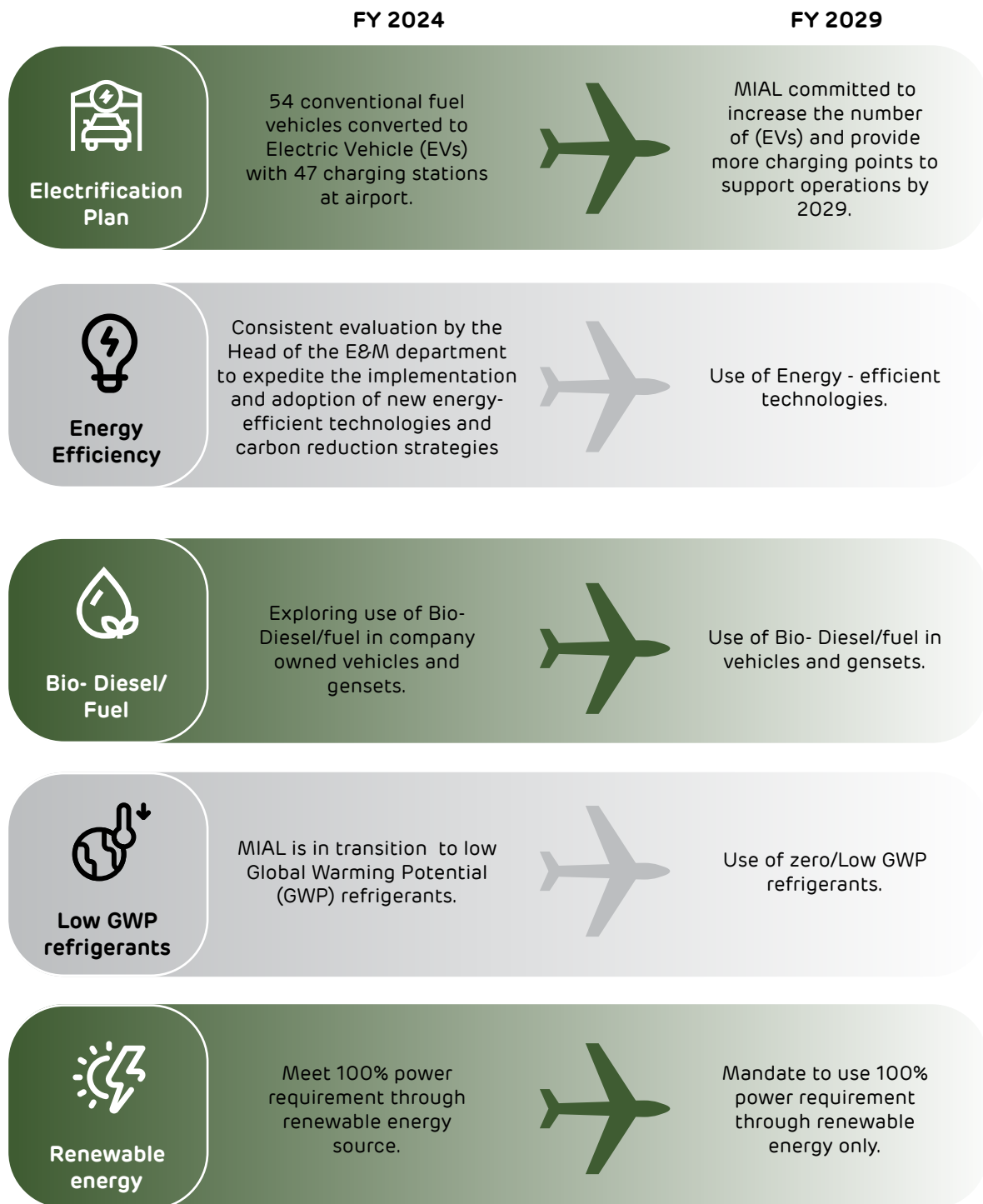
AAHL set the target of 2025 for certification of Airport Carbon Accreditation ACI Level 4+ 'Transition' however CSMIA has achieved the ACI Level 4+ 'Transition' certification before the timeline. This certification lauds CSMIA's efforts in building a climate change strategy which provides a comprehensive framework for managing its carbon footprint. It makes CSMIA the 3rd airport to achieve the esteemed certification in Asia-Pacific region. This accreditation adds to CSMIA's milestones, as reaching Level 4+ 'Transition' means that the airport has aligned its GHG management with global climate goals and compensated for the remaining residual emissions with high quality carbon credits.

As part of our unwavering commitment to addressing climate change we will be conducting a climate risk assessment study at CSMIA. Currently we are actively collaborating with leading environmental consultants, and industry experts to gather critical insights and identify potential climate-related risks and opportunities. This comprehensive assessment will encompass the analysis of physical risks such as extreme weather events, as well as transition risks related to policy changes and market shifts. Additionally, we are leveraging cutting-edge modelling tools to predict future climate scenarios and their potential impacts on our operations, and communities we serve.



In line with our steadfast dedication to the environment and making significant contributions to the country's journey towards achieving Net Zero emission, Adani Airport Holdings Limited (AAHL) has committed to becoming **Operational Net Zero (Scope 1 and Scope 2) in 2029**. CSMIA has developed a comprehensive decarbonisation roadmap aimed at significantly reducing our carbon footprint and advancing towards net-zero emissions.

CSMIA Decarbonisation Roadmap to 2029



With continued focus on sustainability, CSMIA, year-on-year undertakes effective measures and sustainable practices that display the airports' firm belief & responsibility of contributing towards the global sustainability plan. A dedicated annual capex budget is allocated to fund energy conservation projects, ensuring continuous improvement and investment in sustainable practices.

CSMIA Sustainability Initiative

To support delivery of the Decarbonisation Roadmap and Operation Net Zero target by 2029, following initiatives are taken for reduction of energy consumption and GHG emission:

Green Energy

CSMIA deployed 70.4 kWp Solar PV system + 4 kWp (400 W x 10 Nos) vertical axis wind turbines with estimated energy generation of ~ 36 kWh/day. This project implemented in record time of ~2 months.



CSMIA has currently installed total 4.78 MWp captive solar + wind energy and also procured green energy for its consumption requirement.

Daylight Harvesting and Facade Optimisation

Implementation of ample daylight harvesting techniques and double-glazed facade systems reduce heat ingress, enhancing energy efficiency within the terminal.

Transition to Electric Vehicles & Charging Station

As a part of our commitment to reducing carbon footprint, CSMIA has converted 54 conventional fuel vehicles to Electric Vehicles (EVs).



To encourage the adoption of EVs, we have installed 47 Electric Vehicle charging stations at the airport. Under stakeholder partnership plan, we also encourage our stakeholders to implement EV's

HVAC System Optimisation

The Variable Air Volume (VAV) controlled system across the terminal optimizes Heating, Ventilation, and Air Conditioning (HVAC) consumption, ensuring efficient use of energy resources.

LED Lighting Retrofit & Conversion of TWY halogen lights to LEDs

We have replaced Halogen lights with energy-efficient LED lighting in the airport's High Hazardous Risk (HHR) areas, contributing to 1,816 MWh energy savings and ~1,300.60 tCO₂ emission reduction.



Energy-Efficient Office Practices

Task lighting in offices, occupancy sensors in staircases, Multi-Level Car Park (MLCP), IOT based temperature monitoring & control and other lesser movement areas contribute to minimizing energy wastage through optimized lighting and HVAC usage.

EC Fan in AHUs

Replacement of belt driven AHU fans with the direct driven EC fans. In FY 2023 Phase-1: total 8 AHU fan replaced which saved 419.8 MWh and in FY 2024 Phase-2 & 3 total 76 AHU fans replaced with approximate saving of 4,282.9 MWh.



Optimized Equipment Operation

We operate equipment at optimal efficiency levels, ensuring energy consumption is minimized without compromising operational effectiveness.

Variable Frequency Drive (VFD) Control

VFD-controlled pumps for chillers, cooling towers, and Air Handling Units (AHUs) enable precise control and optimisation of energy usage.

Seasonal Outside Air Usage

Utilization of outside air during winter seasons for HVAC systems, reduces energy consumption by leveraging natural climate conditions.

Scheduled AHUs and Lighting

AHUs and lighting systems are scheduled to operate efficiently, aligning operational needs with energy conservation goals.

Taxiway Z (Zulu)

CSMIA implemented a novel interoperable taxiway that operates as taxiway during daytime and as a stand at night.

This innovative approach has resulted in significant improvement in on-time performance by reducing aircraft holding time.

- a. It has also helped airlines reduce fuel consumption: 360 tons of Aviation Turbine Fuel (ATF) annually.
- b. Carbon emission reduction (~80 tCO₂ emissions per month).
- c. Improved efficiency of resource allocation through faster turnarounds of aircraft.



Received Wings India Award 2024 for Best Airport - Innovation Champions

Beyond technological upgrades, we prioritize operational optimisation strategies to minimize energy wastage and enhance efficiency across all airport operations.

These initiatives collectively demonstrate CSMIA's commitment to energy efficiency, positioning CSMIA as a leader in green airport operations.



Emissions Management

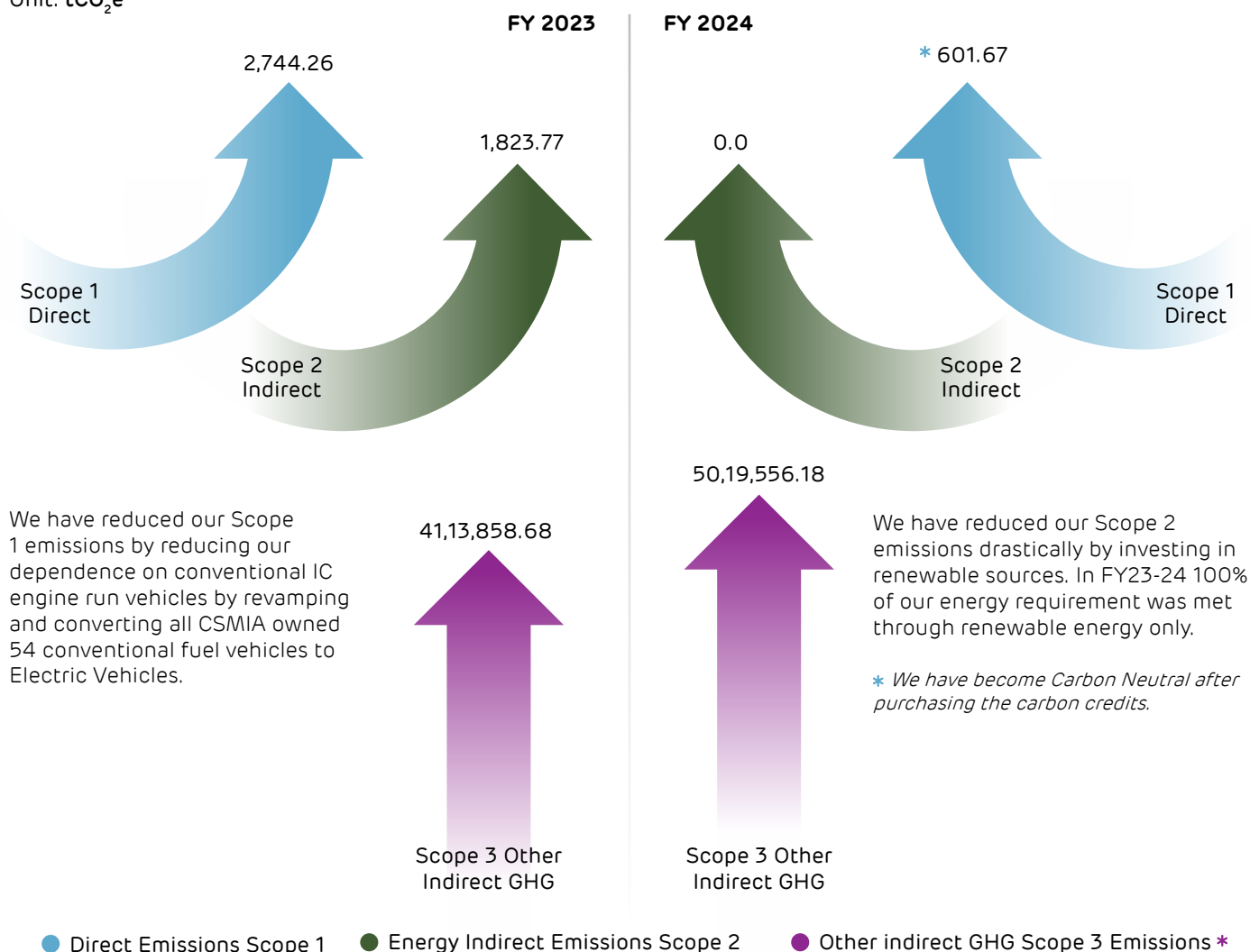
We are proud to announce that we have achieved **carbon * neutrality** as per the Airport Carbon Accreditation (ACA) guideline, marking a significant milestone in our ongoing commitment to sustainability and environmental stewardship. This achievement is the culmination of years of dedicated efforts to meticulously measure, reduce, and offset our carbon emissions across all facets of our operations. Through strategic investments in renewable energy, comprehensive energy efficiency programs, and the adoption of cutting-edge low-carbon technologies, we have successfully minimized our direct and indirect emissions. Furthermore, we have partnered with reputable carbon offset projects (solar and hydroelectric power projects), focusing on renewable energy initiatives to neutralize any remaining emissions. This accomplishment not only reflects our dedication to combating climate change but also positions us as a

leader in corporate sustainability. As we celebrate this significant achievement, we remain committed to continuous improvement, aiming to maintain our carbon-neutral status and inspire others to join us in the journey towards a more sustainable and resilient future.



Measuring and analyzing greenhouse gas (GHG) emissions is essential for assessing a business's climate impact accurately. GHG emissions are typically categorized into three scopes: Scope 1, Scope 2, and Scope 3. Our operational activities include utilization of conventional fuels in operations i.e. Diesel, Petrol and CNG etc., and refrigerants as direct emission, which inevitably results in greenhouse gas (GHG) emissions. Our emission profile for scope 1,2 & 3 are as follows:

Unit: tCO₂e



* Category 3: Fuel and energy related activities, Category 5: Waste generated in operations, Category 6: Business travel, Category 7: Employee commuting, Category 8: Upstream leased asset, Category 9: Downstream transportation and distribution, Category 11: Use of Sold products and Category 13: Downstream leased asset.

* Scope 1 and Scope 2 only

GHG Emissions Intensity

Emission Intensity	Unit	FY 2023	FY 2024
Emissions Intensity (Scope 1+2)	tCO ₂ e/INR Million	0.14	0.01
Emissions Intensity (Scope 1+2)	tCO ₂ e/Million passengers	103.98	11.39

Other Air Emissions

We employ a Continuous Ambient Air Quality Monitoring System situated at the Airside near runway 09 to meticulously monitor ambient air quality parameters at CSMIA. This system adheres rigorously to the National Ambient Air Quality Standards (NAAQS) 2009, ensuring our commitment to maintaining air quality within permissible limits.

In addition to monitoring ambient air quality parameters, we diligently track other air emissions such as sulphur oxides (SO_x), nitrogen oxides (NO_x), carbon monoxide (CO), and particulate matter (PM). These emissions are critical indicators of environmental impact and public health concerns. Through comprehensive monitoring and

adherence to regulatory standards, we strive to maintain our commitment to ensure sustainable operations and a healthy environment at CSMIA.



Unit: µg/m³

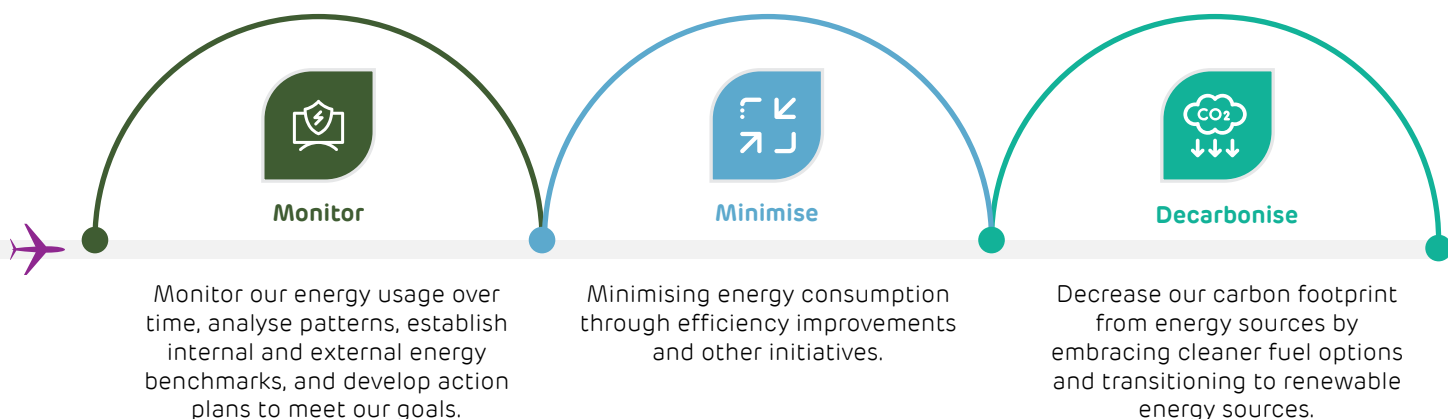
Parameters	FY 2023	FY 2024
Particulate Matter (PM 10)	59.56	70.17
Particulate Matter (PM 2.5)	23.15	39.61
Oxides of Sulphur (SO _x)	5.91	10.23
Oxides of Nitrogen (NO _x)	16.02	29.56
Carbon Monoxide (CO)	1.31	1.27
Lead	Below Detectable Limit	Below Detectable Limit

Energy Management

Energy management is a core priority at CSMIA, recognized as a critical component in addressing the risks associated with climate change. Guided by our robust ESG (Environmental, Social, and Governance) policy, we actively manage energy consumption and emissions. We prioritize the integration of renewable energy sources wherever viable and implement efficient energy usage practices throughout our operations. This approach underscores our commitment to sustainability and responsible corporate citizenship.



Our approach towards energy management:



Monitoring System

At CSMIA, we installed SCADA and BMS system for 24x7 real-time monitoring, operation and control. We have daily section wise consumption reports received through SCADA along with regular review meetings chaired by HOD on consumption and progress tracking. Managing energy consumption is a critical focus area, reflecting its significance as a key performance indicator, our operations rely on a diverse mix of energy sources, and we are committed to reducing our overall energy footprint across all airports. Through diligent monitoring of energy consumption across facilities and equipment, we analyse consumption patterns and structure, enabling us to prioritize and implement targeted energy conservation initiatives. This proactive approach

supports our commitment to sustainability and efficient resource management.

The utilization of our energy for all our operations is diversified into various sources out of which we have:



Energy from Non – Renewable Sources

Unit: GJ




Energy sources	Diesel	Petrol	CNG	Electricity from Grid
FY 2023	9,018.14	452.37	437.01	8,105.66*
FY 2024	7,638.46	189.15	0.33	0

* CSMIA have 100% Green electricity Since August 2022.

FY 2023 Total: 18,013.18 FY 2024 Total: 7,827.98

The above table represents the consumption patten of non-renewable fuels for two consecutive years. We are meticulously committed in reducing our dependence on Non-Renewable sources and increasing our adoption on renewable sources.

Energy from renewable sources Unit: GJ

Energy sources	 Renewable- On site generation (Solar + Wind)	 Green power purchase	 Total
FY 2023	17,553.82	3,44,339.84	3,61,893.66
FY 2024	19,823.15	3,74,665.22	3,94,488.37

At CSMIA, the proportion of renewable energy within our overall energy mix has seen substantial growing. In FY 2023-24, we achieved 100% of total power demand of CSMIA by renewable energy. This significant advancement underscores our commitment to integrating sustainable and clean energy sources into our operations, furthering our decarbonisation efforts. Alongside green electricity, we are actively increasing the adoption of cleaner fuels across our operations.

Energy Distribution

In FY 2024, 100% of renewable energy is distributed to concessionaires-businesses operating within the airport such as retail shops, restaurants, and lounges. It helps reduce the overall carbon footprint of the airport. The usage of renewable energy enhances their brand image by aligning with global sustainability trends, which can be particularly appealing to eco-conscious travellers.

Unit: GJ

Energy Sold	FY 2023	FY 2024
Energy sold to concessionaire	1,75,467.39	1,96,937.82

Energy Intensity

Energy intensity serves as a benchmarking tool to assess and compare energy efficiency performance across different airports or within the same airport over time. CSMIA recognizes substantial cost savings through enhanced energy efficiency in our operations. Efficient energy use is a vital strategy we adopt for decarbonisation, essential to achieving our sustainability objectives. CSMIA has

successfully reduced its energy intensity (per rupee of turnover) by 13.56% compared to FY 2022-23. We prioritize collaboration with stakeholders to ensure an equitable transition to a low-carbon economy. Moving forward, we are committed to further enhancing our performance to contribute to a greener and more sustainable future.

Energy Intensity	Unit	FY 2023	FY 2024
Energy intensity per rupee of turnover (Total energy consumption/Turnover in rupees)	GJ/INR million	11.40	9.86
Energy intensity (per million pax) (Total energy consumption/Total passengers)	GJ/million passengers	8,647.95	7,616.72









Waste Management

CSMIA places a strong emphasis on waste management, adhering to industry-leading practices that surpass regulatory standards. At our airport, all generated waste undergoes meticulous collection and segregation at its source, categorized as hazardous or non-hazardous. These wastes are stored separately in designated yards, equipped with containment measures to prevent any potential environmental contamination.

Our commitment focuses on minimizing waste generation while maximizing recycling and reuse

initiatives. Waste that cannot be recycled or reused is responsibly directed to authorized incinerators or landfills through approved channels. CSMIA ensures proper disposal procedures through certified recyclers and disposal facilities, thereby reducing costs, environmental impact, and preparing proactively for future regulatory requirements. This comprehensive approach underscores our dedication to sustainable operations and environmental stewardship.

Total Waste generated Unit: Metric Tonnes

Parameters	FY 2023	FY 2024
 Plastic waste (A)	796.83	1,093.07
 E-waste (B)	5.5	2.46
 Bio-medical waste (C)	0.21	0.16
 Construction and Demolition waste (D)	0	7,658.99
 Battery waste (E)	30.61	33.74
 Radio-active waste (F)	0	0
 Other Hazardous waste. Please specify, if any. (G)	40.59	175.42
 Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2,718.22	4,365.65
Total (A+B + C + D + E + F + G + H)	3,591.75	13,329.49
Waste intensity (Total waste generated/per million passenger)	81.76	252.36

Hazardous Waste

For Hazardous Waste of waste generated, **total waste recovered** through recycling, re-using or other recovery operations

Unit: **Metric Tonnes**



FY 2023

Total: 0.0012

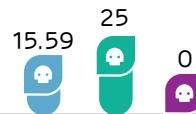


FY 2024

Total: 5.86

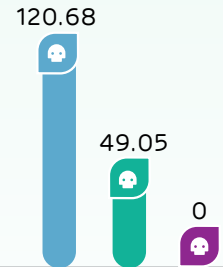
For Hazardous Waste of waste generated, **total waste disposed** by nature of disposal method

Unit: **Metric Tonnes**



FY 2023

Total: 40.59



FY 2024

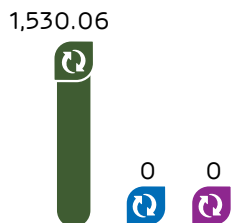
Total: 169.73

● Recycled ● Re-used ● Other recovery operations ● Incineration ● Landfilling

Non-Hazardous Waste

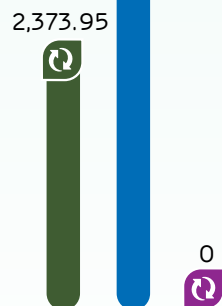
For Non-Hazardous Waste of waste generated, **total waste recovered** through recycling, re-using or other recovery operations

Unit: **Metric Tonnes**



FY 2023

Total: 1,530.06

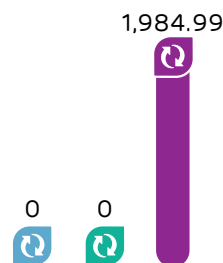


FY 2024

Total: 10,032.94

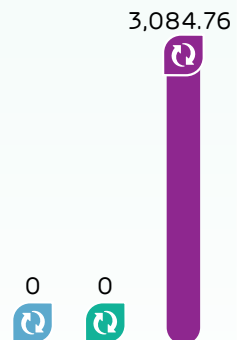
For Non-Hazardous Waste of waste generated, **total waste disposed** by nature of disposal method

Unit: **Metric Tonnes**



FY 2023

Total: 1,984.99



FY 2024

Total: 3,084.76

● Recycled ● Re-used ● Other recovery operations ● Incineration ● Landfilling

E-waste and Battery Waste

Total waste recovered through recycling, re-using or other recovery operations

Unit: **Metric Tonnes**

36.11



0



0



FY 2023

Total: 36.11

36.20



0



0



FY 2024

Total: 36.2



Recycled



Re-used



Other recovery operations

During the past decade, the Airport industry has grown exponentially and is expected to continue to do so in the years to come. As air transport continues to grow, a substantial volume of waste is expected to be generated at airport. One such issue we've identified is the increasing worldwide concern about the impact of single-use plastic pollution, especially within the aviation industry. For the collection of single used plastic bottles which are brought by the passengers, we have installed 5 Reverse Vending Machine (RVM) at Terminal O2. The machine crushes and compress waste to >70% so that it can be easily transported to recyclers thus helping in saving transportation and other logistic cost. The RVM machines have unique feature of rewarding the donor that when user disposes the PET bottle, donor receives coupon.



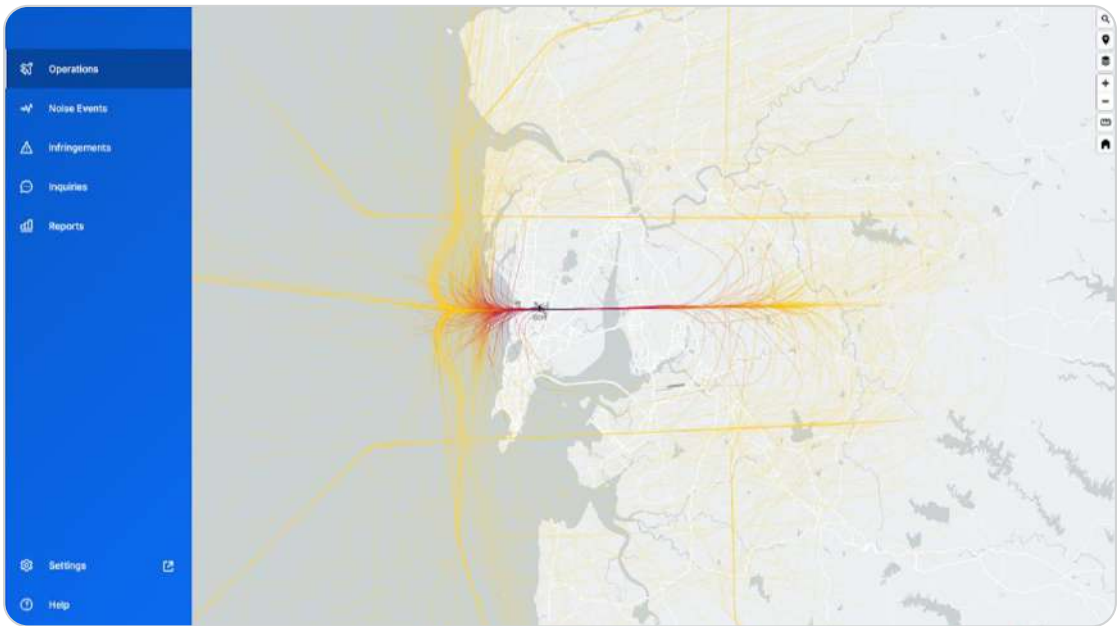
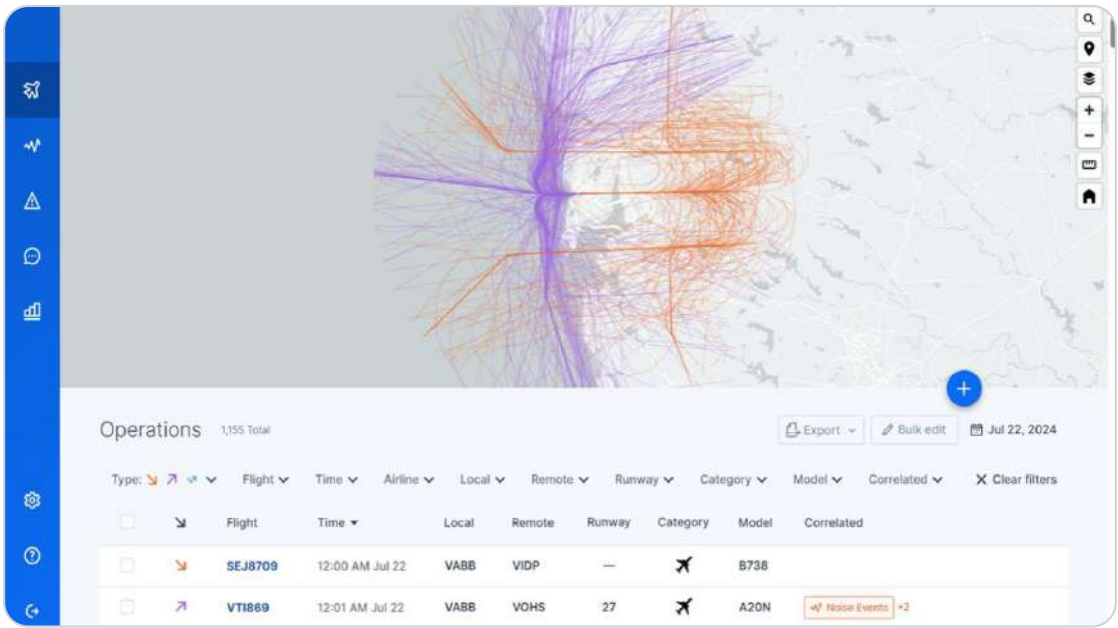
In our ongoing efforts to reduce landfill waste, we have implemented an organic waste composter (OWC) system. This solution enables us to efficiently manage organic waste, such as food and yard trimmings, by converting it into nutrient-rich compost. The composter utilizes a controlled aerobic process, accelerating the natural decomposition of organic materials with traditional waste disposal methods. The resulting compost is then repurposed for landscaping, gardening, and soil enrichment projects, thereby closing the loop on organic waste and enhancing soil health. This initiative not only diminishes our environmental footprint but also fosters a culture of sustainability among our employees and stakeholders. By turning waste into a valuable resource, we are demonstrating our commitment to sustainable waste management practices and contributing to a circular economy.



Noise Management

Recognizing the significant impact of aircraft operations on noise levels, we have implemented a robust noise management system to monitor and track noise events at our airport. We have installed two permanent noise monitoring stations outside the airport premises, one along the landing path, the other one near take-off path of main runway. We also have a mobile noise monitoring terminal at airside to ensure coverage of all the areas. These are in accordance with DGCA's civil aviation requirements for airport operators.

Supporting these efforts is our web-based NOISE DESK tool, facilitating continuous monitoring and management of aircraft noise levels. Beyond noise monitoring, NOISE DESK provides valuable flight path data and real-time weather updates for CSMIA. This enhances the operational efficiency and compliance with stringent regulatory standards for noise management procedures.



Water Management

Nationally, India faces severe water stress, with groundwater depletion, river and lake pollution, and inadequate water distribution infrastructure widespread. According to the World Bank India's water demand is expected to exceed supply by 50% by 2030.

Water, a vital yet increasingly scarce resource, holds paramount importance for CSMIA. In Mumbai, and across India, water challenges are pressing. Mumbai, heavily reliant on monsoon rains, faces recurrent water shortages exacerbated by rapid urbanization and population growth.

Amid these challenges, airport operations significantly contribute to water utilization. Daily activities such as cleaning, landscaping, and passenger amenities require

substantial water inputs. At CSMIA, we are committed to addressing this through proactive measures. We prioritize reducing our water footprint through water recycling and reuse to reduce our freshwater consumption. By implementing sustainable practices and collaborating with stakeholders, we aim to lead in responsible water management. It is imperative to act now to conserve water resources, ensuring sustainable development and resilience against future challenges.

Our commitment to **sustainable water management** is deeply rooted in the principles of the 3 R's: **Reduce, Recycle, and Recharge**. These guiding principles form the foundation of our strategy to ensure responsible water use and conservation across our operations.

Reduce



Our priority is to minimize water consumption through efficiency improvements and innovative technologies such as:

- Waterless urinals at Terminal 1 and Terminal 2.
- Water flow reducer in jet spray.
- Tap aerators in wash basins.
- Sensor taps installation at T1 CSMIA office.

Recycle



Recognizing the importance of maximizing the utility of water, we have established robust water recycling programs. We treat and repurpose wastewater for various non-potable uses such as irrigation and cooling systems. Our advanced treatment facilities ensure that the recycled water meets all safety and quality standards, thereby reducing the demand for fresh water and minimizing environmental impact.

Recharge

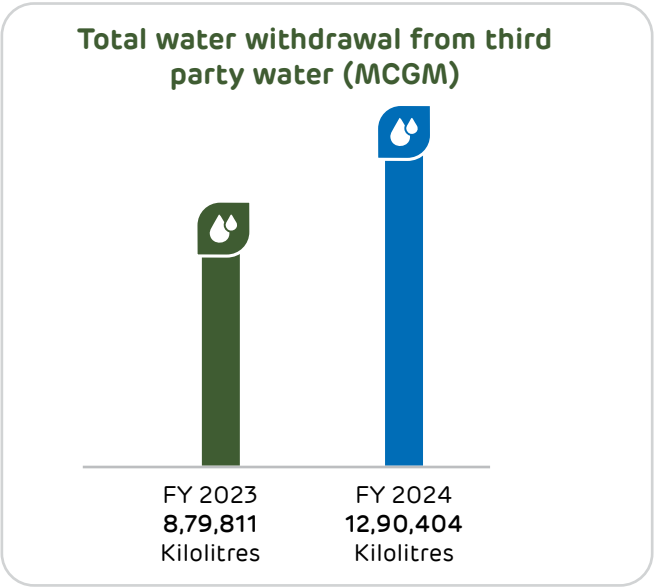


To enhance groundwater replenishment and maintain the natural water cycle, we invest in innovative recharge initiatives. These include the construction of rainwater harvesting systems and recharge pits. By capturing rainwater, we not only mitigate the risk of water scarcity but also contribute to the restoration of local aquifers.



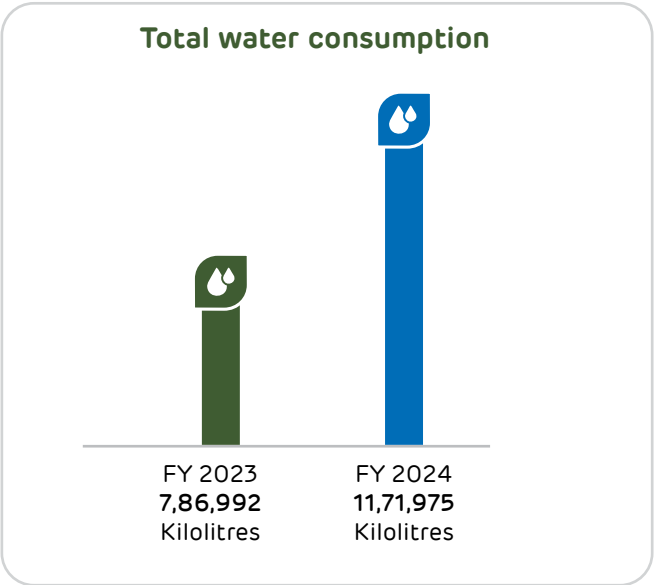
Together, the principles of Reduce, Recycle, and Recharge empower us to manage water resources responsibly and sustainably. Though Mumbai does not fall under water stress area still through continuous improvement and adherence to these principles, we are committed to safeguarding water for future generations and contributing to the overall health and resilience of our ecosystems.

Water withdrawal/consumption



Monitoring of Water Consumption

- a. Separate water meters are installed at concessionaire areas and airline offices to capture water consumption. Monthly water consumption is tracked for CSMIA & Stakeholders.
- b. A water consumption register is maintained at both Terminal 1&2 also at airside and at cargo terminal for all the connections from Municipal Corporation of Greater Mumbai (MCGM) only.

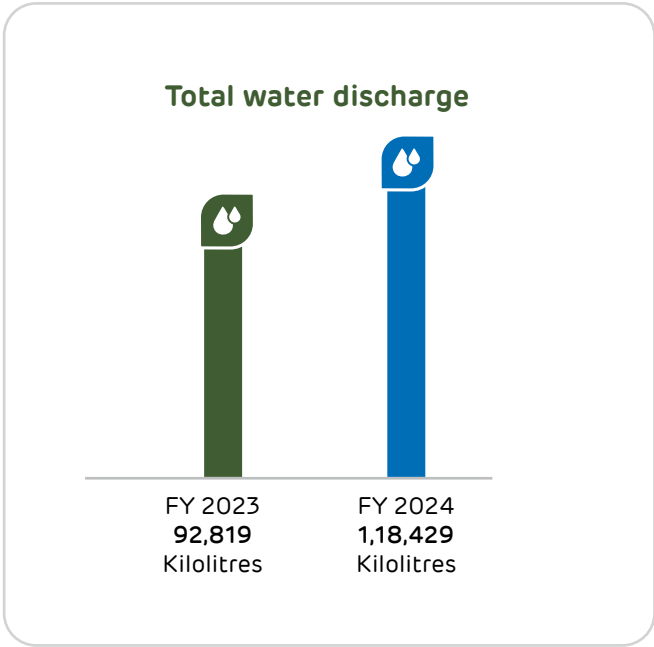


Water discharge

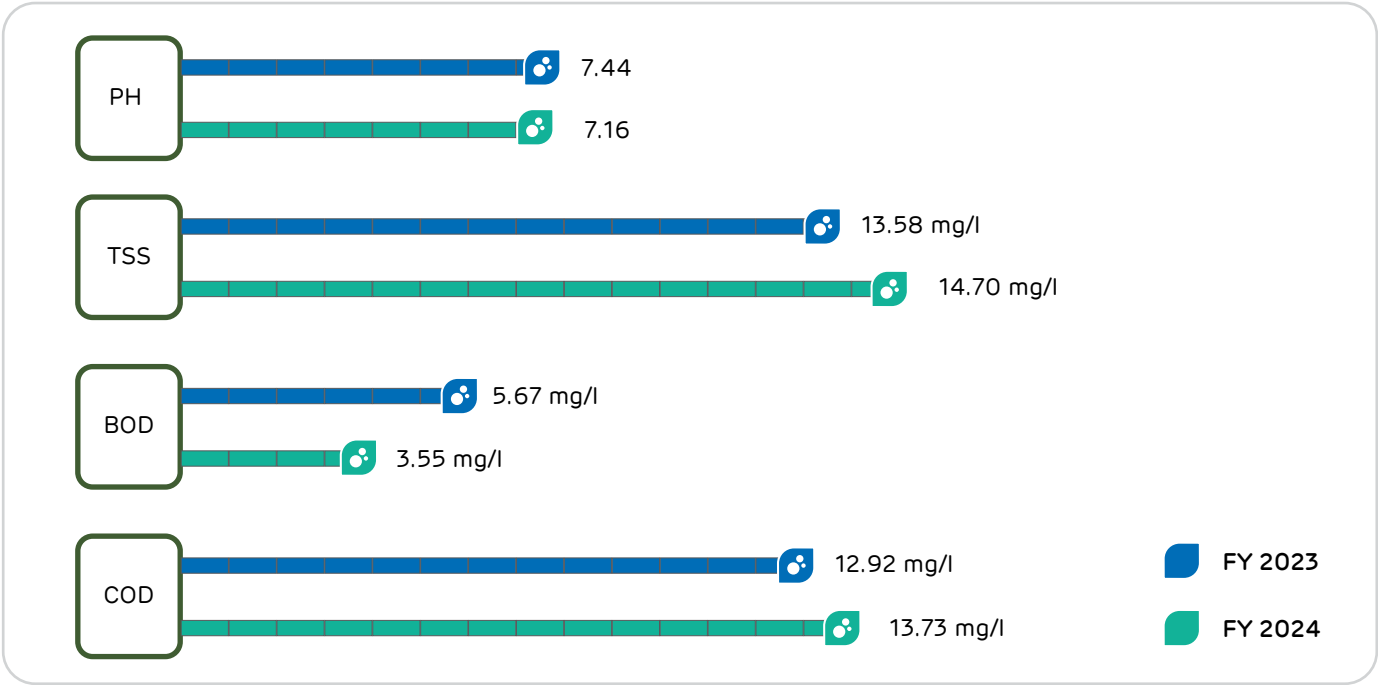
Ensuring the quality of water discharged from our operations is paramount as it directly affects the ecosystem and local communities. CSMIA upholds stringent adherence to regulatory standards for effluent treatment set by governing bodies. We maintain continuous monitoring and meticulous management of water discharge to ensure strict compliance with environmental regulations.

Through rigorous sewage management practices, our goal is to mitigate any adverse impacts on water bodies and the surrounding ecosystem. This commitment underscores our role as responsible environmental stewards dedicated to preserving and enhancing environmental quality.

We have a state-of-the-art sewage treatment plants with a total capacity of 15 MLD established including reverse osmosis.



Storm water management

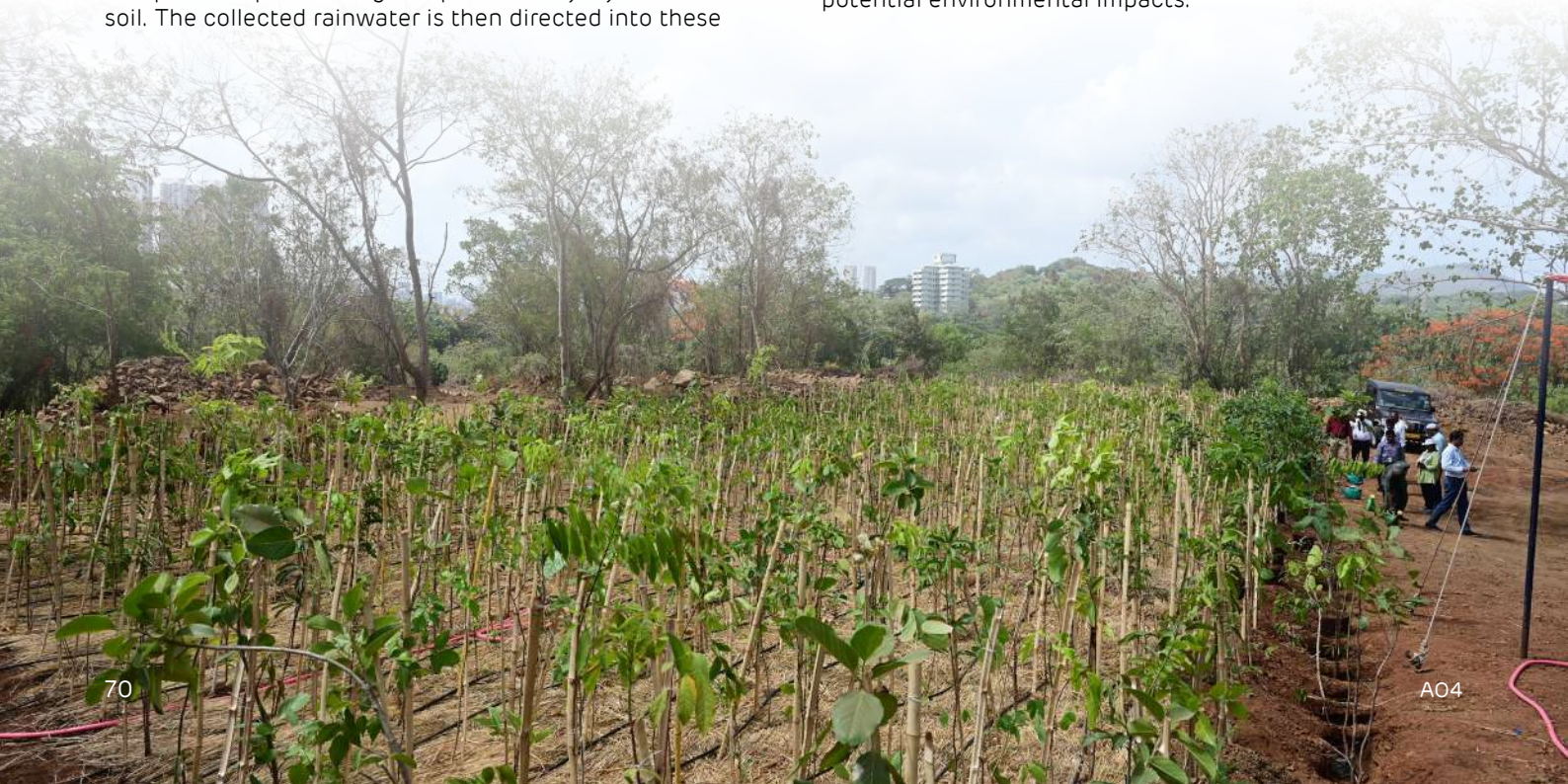


At CSMIA, we prioritize preventing contamination of stormwater through rigorous monitoring facilitated by our Environment Management System. To enhance our environmental stewardship, we have strategically installed three oil separators at various airside locations to effectively capture fuel and oil spillage at the apron.

Additionally, rainwater pits have been strategically constructed to facilitate the recharge of groundwater tables. These recharge pits are excavated to a depth adequate for penetrating low-permeability layers in the soil. The collected rainwater is then directed into these

pits, where it naturally percolates back into the ground. A total of 229 such recharge pits have been established to enhance groundwater replenishment efforts across the designated areas, thereby conserving water sources and reducing the amount of water withdrawal from external sources.

Detailed parameters of stormwater management are systematically recorded and analysed to ensure compliance with regulatory standards and to mitigate potential environmental impacts.



Biodiversity

Recognizing the critical importance of wildlife conservation and biodiversity management within the airport industry, we prioritize the preservation of habitats for animals and birds in our surrounding areas, alongside safeguarding the broader ecosystem. At CSMIA, we integrate principles of wildlife and biodiversity management from the initial design stages of our facility and incorporate these into our daily operations.

Operating within a low biodiversity area and a non-eco sensitive zone, we are committed to minimizing the environmental impacts of our operations.

To address potential risks associated with wildlife strikes, we have implemented a robust wildlife hazard management system. This system enables us to identify and mitigate risks effectively, ensuring the safety of both wildlife and airport operations.

In alignment with AAHL's goal, we aim to align our approach of no net loss to biodiversity with the Taskforce on Nature-related Financial Disclosures (TNFD) framework to guide its efforts in preserving biodiversity. We intend to initiate the biodiversity study soon.





Habitat Management Strategies (Passive Proactive)

Action taken to **limit habitat attraction**

These techniques are generally those that alter habitat or permanently exclude entry. These include but not be limited to

- Grass management
- Use of pest control method
- Waste management
- Water drainage management
- Rodent, insects' control
- Bird proofing on hangars/buildings
- Meetings and inspection of adjacent areas
- Fence, boundary wall



Active Management Strategies (Reactive)

Action taken **directly against wildlife**

These strategies are generally those that disperse or remove wildlife from the airport.

- Deployment of manpower using firecrackers,
- Use of different deterrents like sound distractor, scaring guns, laser torch, vehicle mounted scarecrow
- Deployment of wildlife catchers for trapping removal
- In process of procurement of Automatic Bird detection and deterrent system from Bulgaria

These measures are designed to effectively mitigate the risks associated with bird strikes at our airport, ensuring the safety of operations and wildlife alike.

Parameters	FY 2023	FY 2024
Confirmed bird strikes	23	25
Strike rate per 10,000 aircraft movements	0.83	0.74



Hiring of Agency for Awareness Campaign



CSMIA appointed third party agency for conducting awareness program in the nearby vicinity to make people aware regarding consequences of open garbage/waste disposal.



During the year we have conducted awareness drives for butcher shops, slaughterhouses and fish markets situated near to airport boundary.

Awareness programs conducted at ward areas relating to bird hazard mitigation for safe aircraft operation at CSMI Airport.

Tree plantation

CSMIA has set ambitious tree plantation targets to enhance green cover and support ecosystem restoration with a particular focus on terrestrial plantations. In FY 2024, CSMIA has planted more than 1500 number of trees at SRPF, Mumbai



Fostering Social Change

At CSMIA, social capital is an essential component that integrates trust and collaboration into our operational wing. This segment highlights our unwavering commitment to fostering a positive impact on the communities we serve, beyond just mere financial progress. We delve into our initiatives centred around social equity, employee well-being, and community engagement. By promoting inclusivity and supporting local development, we aim to build a sustainable future. We are strategically cultivating deeper ties within our stakeholders, fostering partnerships for collective success.



Our Workforce

At CSMIA, we believe that our talented workforce is the driving force behind our success, propelling our organisation forward. Through a commitment to growth and equity, we aim to cultivate an environment of growth with goodness.

We believe in investing in human capital, which enhances employee engagement and satisfaction, driving higher productivity and fostering a positive work culture. By prioritising employee development, training and leadership initiatives, we ensure agility and effective crisis management. Moreover, we create an ecosystem of ethical practices, diversity, inclusion, and corporate social responsibility.

Highlights of Awards and Achievements



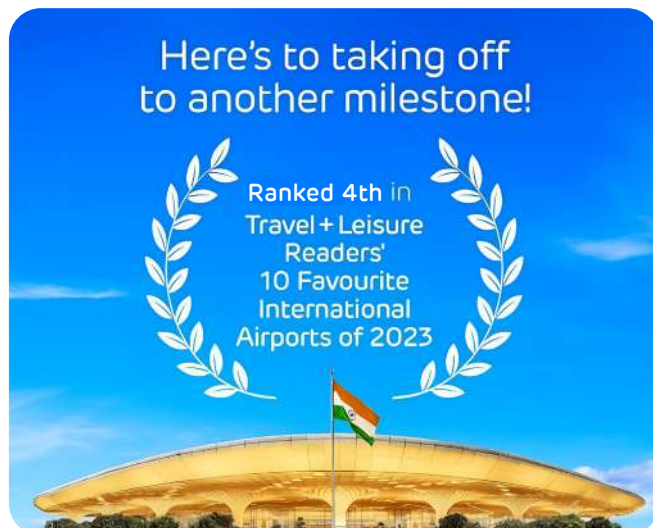
We are the third airport in the world and first airport in India accredited to level 4+ in Customer Experience accreditation programme by Airport Council International (ACI).



Best Cargo Airport – Efficiency & Digitization award: Prestigious India Cargo Awards 2023.



Ranked 4th Globally
Travel + Leisure Readers'
10 Favourite International Airports of 2023.



Mumbai International Airport awarded 'Best Airport Terminal Enhancement Project of the Year' by the prestigious Construction Times Awards.



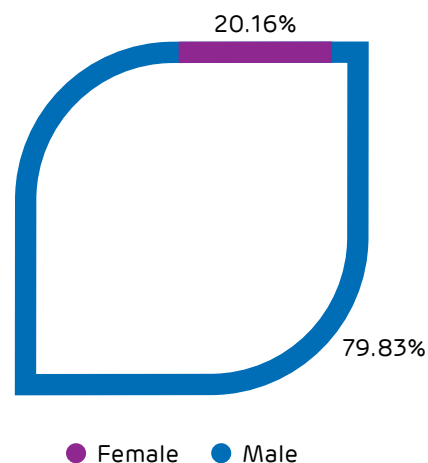
Employee Base

CSMIA has experienced an 8.5% increase in its overall workforce compared to previous year. The permanent female workforce has seen a significant increase of 9.5% during FY 2024. Currently, we have a total of 1073 employees and 127 fixed term employees contributing to the growth of CSMIA.

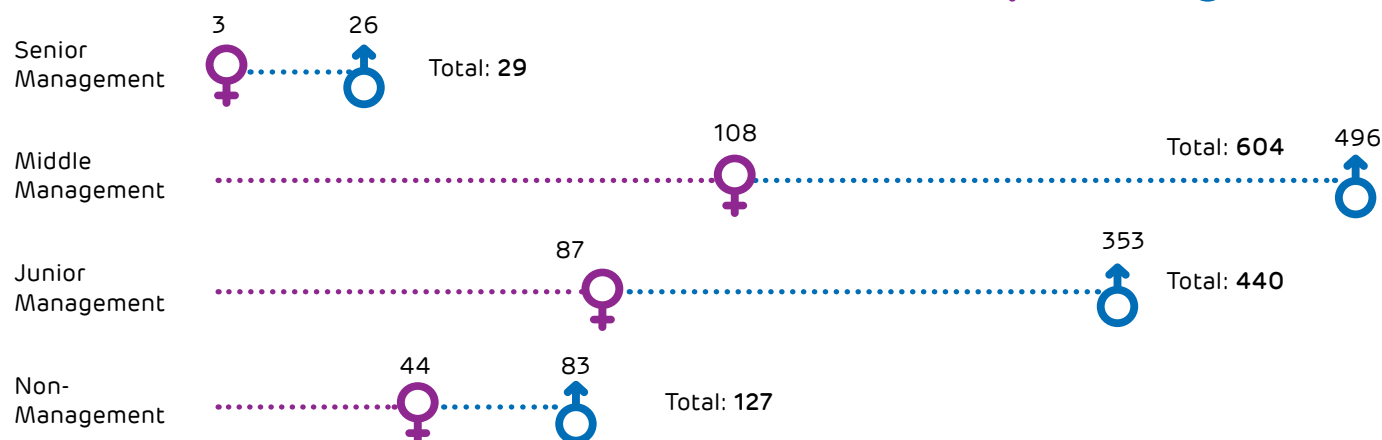


We prioritize fair treatment within our workforce with no discrimination in both work assignments and compensation. Embracing diversity is a cornerstone of our strategy, as it enriches our perspectives and enhances our competitiveness in the market. Our commitment to empowering women is evident through meticulous actions to increase their representation across all levels, including leadership positions.

Employees FY 2024



♀ Female ♂ Male

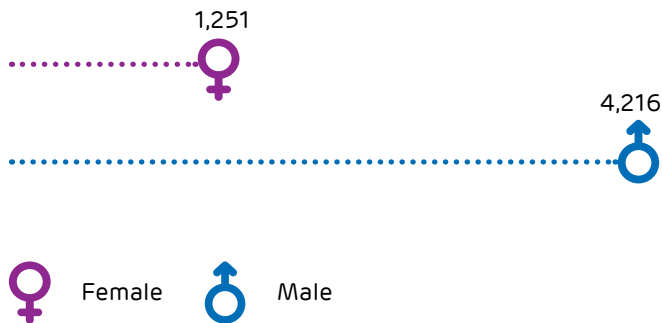


Contractual Worker Base

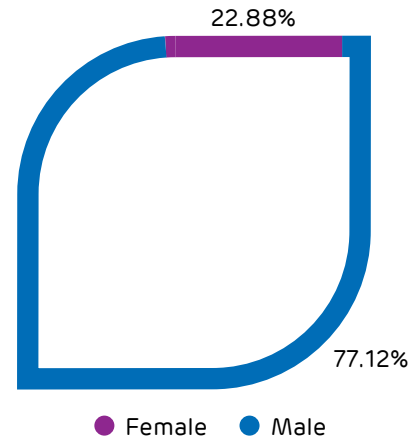
We engage a diverse workforce of 5,467 third-party contract workers, with 22.88% of these skilled professionals being women. This significant representation highlights our commitment to fostering diversity and inclusion across all levels of our operations.

We have a diverse and inclusive workforce with respect to all age groups which brings in different perspectives and acts as a catalyst to provoke innovative ways of working.

Workers
Total: 5,467



Total Workers FY 2024



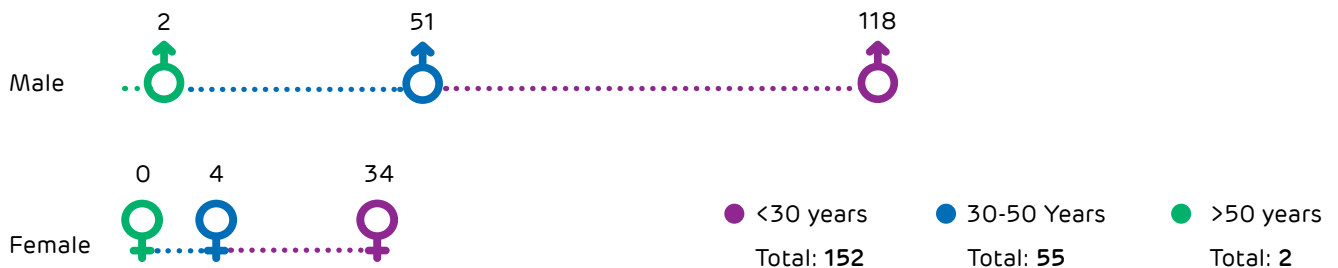
Recruitment Process

At our company, we prioritize attracting, retaining, and engaging top talent while cultivating a culture of trust. This commitment is reflected in our use of the Employee Webcast platform, through recognition of outstanding achievements, and the promotion of cross-functional learning. Additionally, our talent acquisition strategy emphasizes responsible and environmentally sustainable

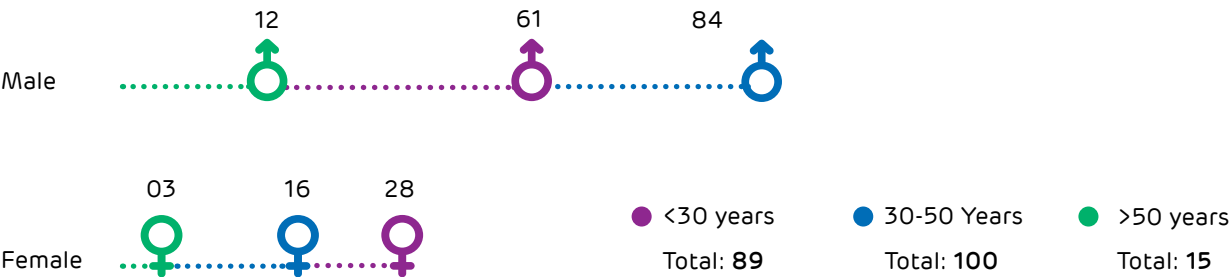
practices, leveraging digital platforms, innovative solutions, and rigorous assessments.

Our recruitment process is designed to assess candidates solely based on their skills and qualifications. We do not encourage and consider regional or any other categorisation while hiring our employees.

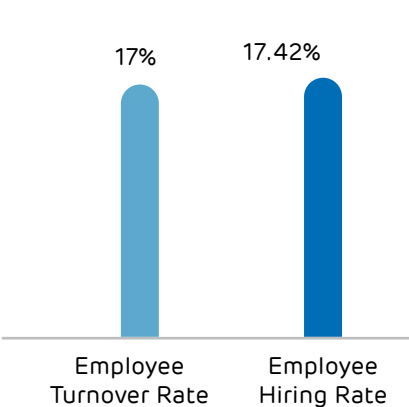
Hire for FY 2024



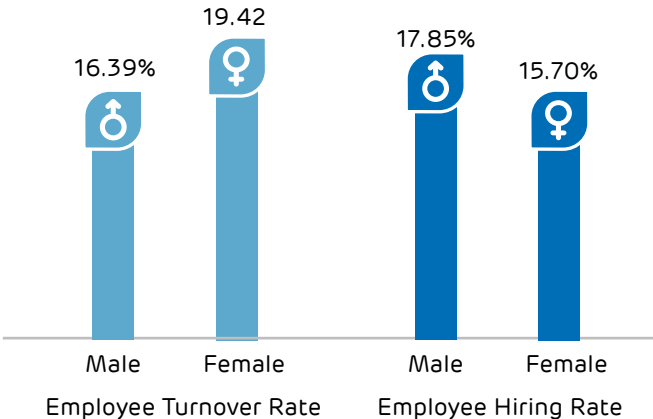
Turnover for FY 2024



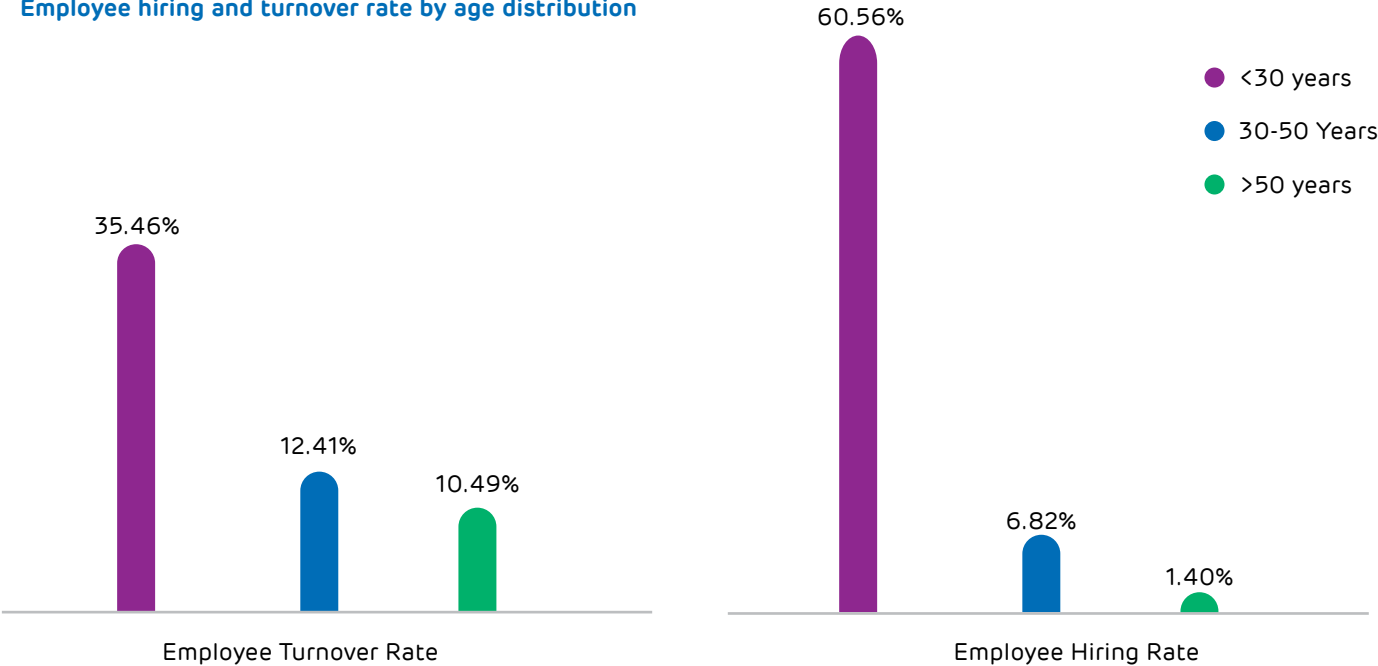
Employee Hiring & Turnover Rate FY 2024



Employee Hiring & Turnover rate by gender



Employee hiring and turnover rate by age distribution



Performance Review and Appraisals


We have implemented a robust Performance Management System (PMS) which outlines the precise steps and expectations for all stakeholders, ensuring a seamless and fair assessment experience. It encompasses key activities including the measurement of employee performance during year-end reviews, the formulation of rating and promotion recommendations,


moderation processes, and individual feedback sessions. By integrating these elements, we aim to foster a culture of continuous improvement and merit-based advancement.

All employees undergo an annual performance appraisal process as mandated by the company's policies.

 884

 215

 No. of Males

 No. of Females

Total No. of eligible employees **1098**

Career development reviews and performance appraisals are done for all our eligible employees annually. During the reporting year **100%** employees were covered in the performance appraisal.



Employee Well-being

Employee well-being is a multifaceted concept that includes physical, mental, emotional, and financial health, all of which are essential for nurturing a productive workforce. By effectively supporting these dimensions, we enhance employee motivation, satisfaction, and resilience, fostering a strong sense of belonging and commitment.



To promote comprehensive employee well-being, we implement a range of initiatives and activities designed to address these critical areas.

Yoga sessions



At CSMIA, we place a high priority on employee well-being through specialized sessions conducted by healthcare professionals. Our in-house yoga instructor led sessions focus on fundamental stretching techniques to improve mobility and physical fitness, while also promoting mental well-being.

Doctor Consultation

We provide complimentary outpatient department (OPD) services and occupational health facilities for our employees. To ensure comprehensive care, we have curated a network of select doctors and hospitals, offering employees access to specialized consultations and medical services tailored to their needs.



In addition to our regular OPD services, we recently conducted our annual blood donation drive from June 21st to 23rd, 2023. We are pleased to report that 2,071 employees and stakeholders participated in this significant initiative, which was led by Dr. Anand More. Over the three-day event, our team collected a record 1,743 units of blood.

Gym and Fitness



As part of our employee well-being program, we prioritize physical fitness through regular exercise by providing gym access to all employees.



Sports activities

At CSMIA, we are dedicated to enhancing employee well-being through a variety of engaging sports and games initiatives. By offering indoor games such as Carrom, Table Tennis, Chess, Pool, Badminton, and Volleyball, we promote a healthy work-life balance and bolster teamwork, communication, and overall employee engagement. Our recent CSMIA Cricket League (MCL) exemplifies this commitment, bringing exciting cricket action to Chhatrapati Shivaji Maharaj International Airport (CSMIA).



Celebrating Retirement

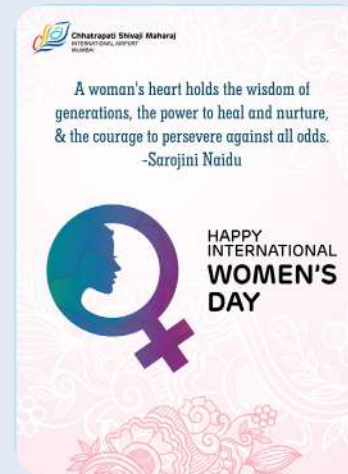
Superannuation is a significant milestone, often referred to as the "second innings" of one's life. To honour this important occasion, CSMIA has launched a monthly celebration to recognize and appreciate our retirees. This initiative is designed to express our gratitude for their exemplary service and to foster a culture of appreciation among our current employees. In the first quarter of FY 2024, we celebrated the retirement of four esteemed colleagues, ensuring their final working day at CSMIA was truly memorable.



Women day celebrations

Each year, we celebrate International Women's Day to champion women empowerment and enhance engagement among our female employees. This special occasion is dedicated to recognizing

the invaluable contributions of women at the workplace and beyond, and to advocate for gender equality. By organizing events & discussions, we aim to foster an inclusive environment where women's voices are heard and their achievements are celebrated.



Celebrating Housekeepers week

CSMIA observed Housekeeper's Week to recognize the pivotal role of our housekeeping team. The event commenced with a traditional lamp lighting ceremony, symbolizing our profound appreciation. Highlights included a formal welcome dance, a skit illustrating the importance of rigorous cleaning standards, and a series of team-building activities. A Rewards & Recognition ceremony was held to acknowledge outstanding contributions. This observance underscored the essential role and cohesive spirit of our housekeeping team in upholding the highest standards of cleanliness and service excellence at CSMIA.



Employee Benefits

We at CSMIA believe employee benefits as a fundamental aspect of our commitment to foster a supportive and rewarding work environment. We provide a comprehensive array of benefits designed to enhance the well-being and satisfaction of our employees. These include health and wellness programs, opportunities for professional development, and initiatives that support work-life balance. Through these benefits, we strive to nurture a positive and engaging workplace culture.

Employee benefits include death benevolent funds (DBF), Group Mediclaim policy, Group Personal Accident policy, healthcare (ESI), parental leave, Disability / Invalidity Coverage (Employee Compensation Act), creche facility, Occupation Health Centre (OHC) & Adani Emcare App and Saraswati Samaan are the few highlights amongst others.

Creche Facility



We have established a dedicated crèche facility for our employees. The day care centres have been operational since September 2018 and are available to all employees and stakeholders. We have partnered with a specialized day care service provider to ensure high standards of childcare.

Occupational Health Centre (OHC)



An Occupational Health Centre (OHC) is available onsite, providing medical assistance, health check-ups, and occupational health services to employees, ensuring their well-being at

workplace. Apart of onsite OHC CSMIA also has Adani Emcare App which has been introduced as a comprehensive tool for tracking health-related parameters among employees. This initiative focuses on promoting employee well-being and health awareness within the organisation.

Saraswati Samaan



An initiative to celebrate outstanding achievements of the children of our employees in Academics, Sports, and Arts.

Parental Leave

At CSMIA, we proudly offer a robust parental leave policy designed to support our employees during the pivotal moments of welcoming a new child into their lives. This includes generous maternity & paternity leaves, reflecting our commitment to ensuring job security and

financial stability during this critical period. Our forward-thinking approach to parental leave underscores our dedication to fostering a family-friendly workplace and a culture of inclusivity helping us attract and retain top talent.

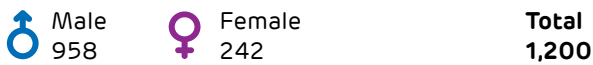
Paternity Leave

Employees can avail maximum 6 days per child as paid paternity leave during the tenure with the group. Paternity leave should be used within one month of the date of birth of the child.

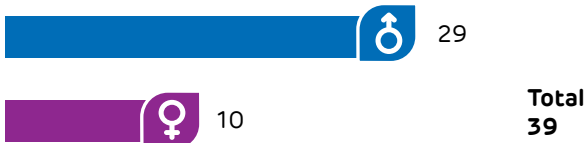
Maternity Benefit

We comply with the maternity benefit act. Apart from that, as part of our commitment to Diversity, Equity, and Inclusion at CSMIA, we have introduced specific initiatives to support expecting mothers through our Maternity Care Policy.

Employees entitled for parental leave



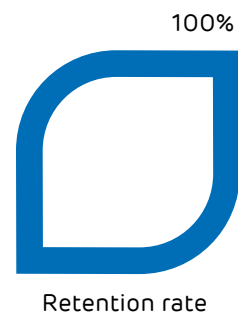
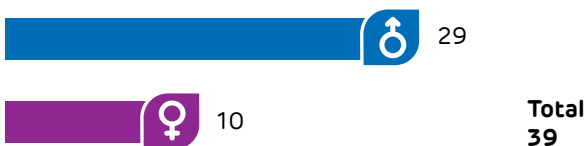
Employees that availed parental leave



Employees who are employed 12 months after availing parental leave



Employees who returned to work after availing parental leave



Our return to work rate of employees that took parental leave is **100%** while our retention rate is **100%**

Learning and Development

Employee growth and development are integral to our organisational strategy, underscoring our commitment to fostering a highly skilled and adaptable workforce. We prioritize training initiatives that focus on leadership development, innovation, and specialized skill enhancement. Our mandatory training programs include key areas such as the Code of Conduct, Prevention of Sexual Harassment (POSH), Anti-Corruption and Anti-Bribery, Insider Trading, and Aviation Security (AVSEC). By investing in these comprehensive training efforts, we equip our employees with the critical knowledge and skills required to address complex challenges and drive organisational success.



The following initiatives have been started and we take pride in the participation of CSMIA employees in respective initiatives:

01



Admired People Leadership

The Admired Leadership Program is strategically designed to enhance leadership capabilities within the Airport Business Unit. The human resource team has successfully delivered a two and a half day program, impacting 98 leaders.

02



Service Academy

As customer expectations continue to rise, delivering exceptional service is paramount at CSMIA. The roles of Customer Service Executives (CSE) and Passenger Service Executives (PSE) are crucial in shaping the service culture at the airport. To address this, we developed and implemented a structured learning program in collaboration with the terminal operations team. This program focused on key areas such as grooming, customer observation, attitude, and situation management, aimed at equipping new CSEs and PSEs to deliver outstanding passenger service. Over 150 employees and stakeholders successfully participated in this program, enhancing their capability to meet and exceed service expectations.

03



ACE (Adani Commercial Excellence)

The ACE program is designed to provide a comprehensive understanding of "Non-Aeronautical Revenues" at the airport, which are derived from passenger activities beyond the core flying operations. This includes revenues generated from voluntary activities such as retail, food and beverage, and promotional events. A tailored intervention for the commercial team has been successfully delivered, focusing on enhancing expertise in these critical revenue streams.

04



New Hire Induction Program (GENESIS)

The GENESIS program was launched to provide comprehensive knowledge to new employees about various departments and a detailed walkthrough of airport operations. It aims to familiarize them with the organisational structure, culture, and key stakeholders, ensuring a seamless integration into the company.

05



Digital Dexterity Program (Online Module)

Launched by the Adani Group, the Digital Dexterity program aims to enhance employees' digital skills in areas such as Internet of Things (IoT), Blockchain, Analytics, and Robotics. This online module equips participants with essential digital competencies to adapt technological advancements and contribute effectively to digital transformation initiatives.

06



BOLT - Building Our Leaders of Tomorrow

An immersive 12-month programme launched by Adani group serves as a platform for high-potential individuals to develop and refine their leadership skills.

Two employees were selected to undergo the BOLT journey, which encompasses self-introspection (exploring leadership style & organisational climate), learning labs (focusing on leading self, leading others and leading business), business immersions, action learning projects, external coaching, social leadership and functional mentorship

E Vidyalaya

E Vidyalaya represents a centralized platform for mandatory training courses within our organisation. It serves as a digital learning hub where employees can access and complete essential training modules remotely. This initiative ensures consistent and standardized training across all departments and locations, promoting continuous learning and development among our workforces. By leveraging E Vidyalaya, employees can enhance their skills, stay updated with industry trends, and comply with organisational requirements efficiently.



We provided a total of **23567** learning hours through our e-learning platform 'e-Vidyalaya'.

07



Functional Trainings for Airside

Specifically designed and delivered for the Airside and Terminal Operations team, these functional trainings adhere to the guidelines outlined in the International Civil Aviation Organisation (ICAO) manuals Annex 14: Aerodromes and Annex 9: Facilitation. They focus on ensuring compliance with international standards and best practices in airside and terminal operations, thereby enhancing operational efficiency and safety protocols.

The training that we provide are diversely distributed to all management levels. The training hours for each management level are exemplified below:

Employee category	Total number of training hours provided to employees (Hours)	
	Male	Female
Senior Management	529	17
Middle Management	10,758	1,652
Junior Management	23,298	2,631
FTA	11,736	7,294
Total	46,321	11,594

Employee category	Total number of employees		Average training hours per employee	
	Male	Female	Male	Female
Senior Management	26	3	20.35	5.67
Middle Management	496	108	21.69	15.30
Junior Management	353	87	66.00	30.24
FTA	83	44	141.40	165.77
Total	958	242	48.35	47.91

Worker Training

We are committed to providing comprehensive training for all our outsourced employees, delivering both directly through CSMIA and in collaboration with third-party contractors. These training sessions address critical areas such as safety and health protocols, skill development, awareness of Prevention of Sexual

Harassment (POSH) guidelines, etiquette, manners, grooming and customer service excellence. By ensuring that all employees are equipped with the necessary knowledge and skills, we promote safe and effective job performance across all levels of our workforce.



Soft skills training

Our training program is designed to enhance critical soft skills essential for professional success. It includes improving both verbal and non-verbal communication for greater clarity and effectiveness, as well as developing teamwork, conflict resolution, and collaborative problem-solving abilities. We also focus on emotional intelligence to help employees manage their emotions and build positive relationships. Additionally, our program cultivates leadership and management skills to enable effective team guidance and motivation.



Customer Delight

Our training program for customer service excellence covers best practices for delivering exceptional service, managing inquiries, and resolving complaints. It emphasizes personalized interactions to address individual customer needs and preferences, equips employees with effective problem-solving strategies, and utilizes customer feedback to drive continuous service improvement.

We have provided detailed training sessions on Safety & Health and Skill development along with sessions to keep workers informed about regulations of POSH.

A total of **10,500+ workers** have been trained for more than **24,000+** of learning hours.



Our Rewards & Recognition

Our Rewards & Recognition program is instrumental in cultivating a culture of motivation and high performance within our organisation. It has been reported that this program effectively inspires employees to not only meet but exceed their performance expectations. By recognizing and rewarding contributions that align with the organisation's vision, goals, and values, the program fosters an environment where exceptional efforts are celebrated and encouraged.

This initiative has been shown to enhance overall customer experience and satisfaction by promoting a motivational workplace. Furthermore, it empowers employees to take initiative, harness their creativity, and achieve their full potential, both individually and as part of a collaborative team effort. This commitment to recognizing excellence drives continuous improvement and innovation throughout the organisation.

Kudos to You

This award recognizes employees demonstrating Adani's core values of Commitment Trust and Courage

01

02

Customer Champion of the Month

This award acknowledges employees who excel in customer centricity, setting new standards for customer satisfaction while embodying Adani's core values.

03

Airport Champion of the Month

This award is for employees across backend functions consistently upholding Adani's core values, demonstrating resilience and commitment even in challenging situations throughout the month.

04

Best Airport Force of the Quarter

This award is for an exemplary/ outstanding performer of the team in the quarter.



Our Award Categories



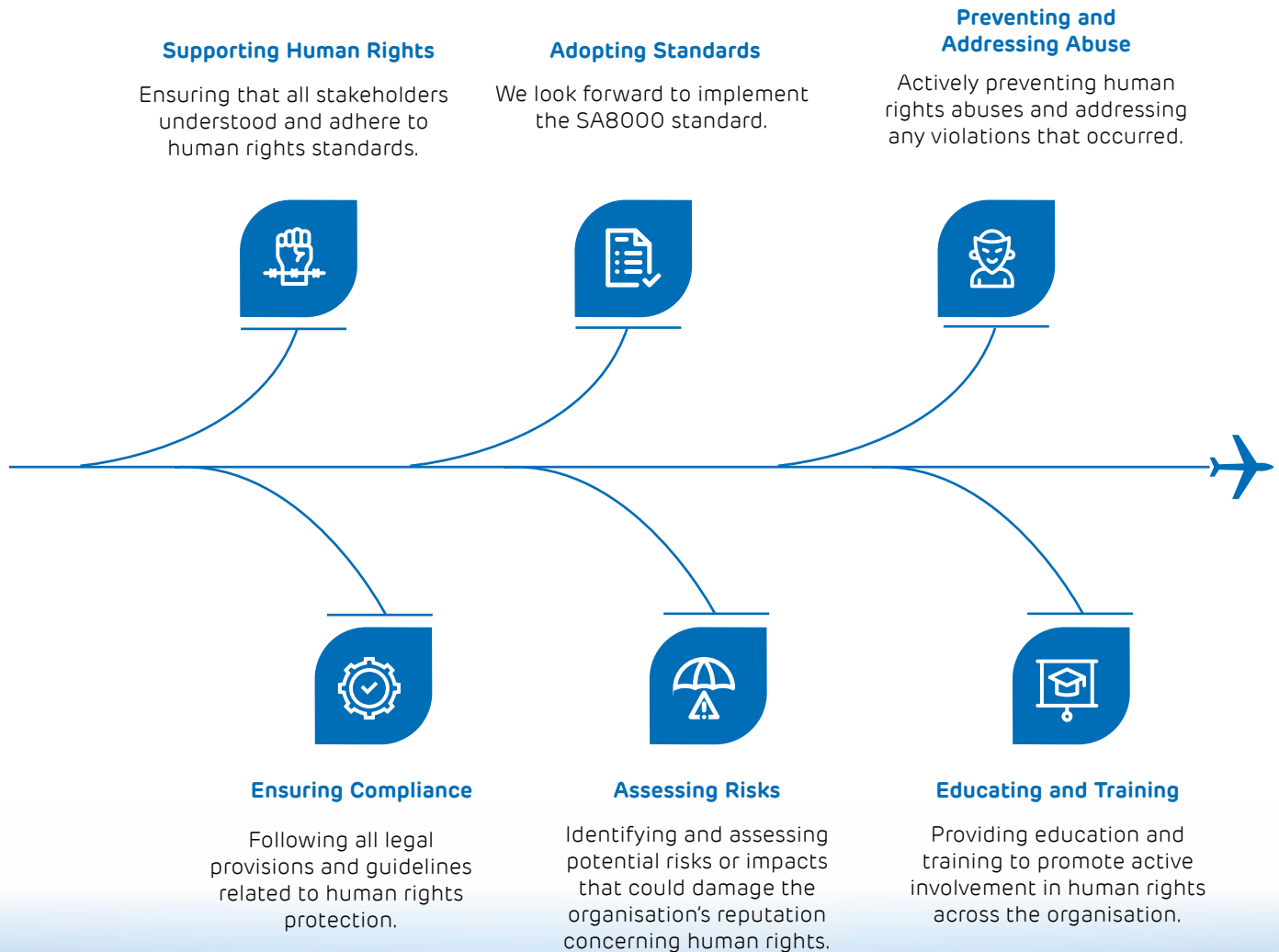
Human Rights

Mumbai International Airport Limited (CSMIA) adheres to the AEL's Human Rights Policy, demonstrating our commitment to upholding fundamental human rights within the scope of our business operations. This policy is guided by several key frameworks and standards, including The Universal Declaration of Human Rights, the Social Accountability 8000 (SA8000) Standard, and the two main Covenants—Civil and Political Rights, and Economic, Social, and Cultural Rights. Additionally,

our policy aligns with relevant international treaties and conventions related to human rights. This comprehensive approach ensures that our practices uphold the highest standards of human rights across all our operations.



The key aspects of our policy which are applicable to all businesses, functions, and departments include:



This structured approach ensured that human rights were consistently upheld and promoted throughout CSMIA.



We have established comprehensive systems to ensure strict adherence to regulatory standards within our organisation. This includes the implementation of the Code of Conduct that upholds business ethics and human rights principles. Compliance with these standards is continuously monitored throughout the execution of contracts across CSMIA.

As part of our commitment to ethical practices, we mandate the verification of age documentation during the recruitment process to prevent child labour. This verification process is also integrated into the approval of AEP passes, which are required for access to airport

premises. Notices affirming that no child labour is employed are prominently displayed in accordance with regulatory requirements.

Moreover, during induction sessions, we highlight key aspects of business ethics and human rights to ensure that employees are well-informed and aware. These initiatives reflect our dedication to maintaining the highest standards of integrity and responsibility throughout our operations. As a result of our continuous efforts, we have zero cases of discrimination. There were zero cases on violations to the rights of Indigenous peoples.

Prevention Of Sexual Harassment Policy (POSH)

In accordance with The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013, and its associated regulations, our company has established a Prevention of Sexual Harassment (POSH) Policy and formed an Internal Committee (IC). This committee includes an external member with relevant expertise and is chaired by senior female executives who oversee the investigation and resolution of sexual harassment complaints. Our organisation is firmly committed to maintaining a zero-tolerance policy for sexual harassment in the workplace. The IC not only addresses complaints but also actively raises awareness about sexual harassment issues,

including those in remote work settings. Both regular and outsourced employees are required to undergo mandatory training and certification on POSH to improve their understanding and awareness.

During the reporting period, the committee received two complaints related to sexual harassment, which were thoroughly investigated and resolved by the IC. Additionally, all new employees participate in comprehensive orientation sessions that include detailed information on the POSH policy.



Freedom of Association

We ensure to extend financial support to our vendors, enabling them to achieve fair settlements with existing worker unions that prioritize the welfare and concerns of all involved. This commitment underscores our dedication to fostering positive labour relations and maintaining

harmony throughout our supply chain. By offering this assistance, we aim to facilitate peaceful resolutions that uphold labour rights and promote stability, reinforcing our commitment to ethical business practices and sustainable partnerships.



Child and Forced Labour Risks

We have identified operational areas where there is a significant risk of incidents related to child labour, forced or compulsory labour. To ensure zero violation and discrepancies with respect to child and forced labour, we strictly adhere to the legal framework established by relevant authorities. This commitment ensures that our operations comply comprehensively with all applicable laws, regulations, and standards set forth by governing bodies. By closely following these legal guidelines, we aim to uphold integrity, transparency, and accountability in all aspects of our business activities.

To date, we have no instances of child labour or forced labour.

Notice of change & Collective bargaining

We adhere to a 21-day notice period for our employees in compliance with Section 9A of the Industrial Disputes Act, 1947. This provision mandates that employers provide a 21-day notice before implementing any significant changes that may adversely impact employees. Our policy ensures that both affected employees and labour authorities are notified in advance of any substantial operational changes.

The Industrial Disputes Act, 1947, upholds the right to collective bargaining as a fundamental worker right in India. It grants workers the ability to form trade unions and engage in collective bargaining with their employers. In alignment with this, our company fully supports these rights and ensures that all employees, from S1 to S5 levels, are treated equitably in terms of collective bargaining. We do not differentiate between employee categories, thereby ensuring full compliance with regulatory standards and demonstrating our commitment to fair treatment.

Currently, 92.4% of our workforce engaged through various outsourced vendors is covered by collective bargaining agreements. This high percentage underscores our dedication to ensuring that a significant majority of our outsourced employees benefit from the protections, benefits, and rights established through these agreements.

Grievances Redressal Mechanism

A group level grievance policy which includes CSMIA is implemented, to address and advocate concerns of the employees.

This encourages all the employees to raise genuine grievances or concerns related to the following areas:



Salary Payments

Issues with salary calculations or payments.



Learning and Development

Concerns about training and development opportunities.



Supervision

Issues related to management or supervision.



Working Conditions

General concerns about the work environment.



Processes and Policies

Issues related to organisational processes or policies.



Welfare Measures

Concerns about employee welfare programs.



Miscellaneous

Grievances involving multiple categories mentioned above.

The accountability and implementation of this policy is ensured by the IR and HR teams which address the grievances of contractual workers and CSMIA employees, respectively.

Grievance Redressal Process



Speak Up 2.0

To ensure the efficient implementation of the grievance redressal system we have introduced an online portal "SPEAK UP" which is for our on-roll employees. This system is designed to address grievances within a defined timeline of 14 working days, ensuring that issues are resolved fairly and efficiently. We maintain the highest standards of confidentiality throughout the process. Our ethical standards are rigorous, with strict measures in place to address any violations promptly and appropriately. It is the responsibility of the BU GRC Secretary and the BU GRC Committee to ensure timely and effective resolution of all grievances.

Health & Safety

Chhatrapati Shivaji Maharaj International Airport, India's one of the most prestigious and busiest airport, and has high criticalities due to the complex interplay of high passenger volumes, cargo handling, and aircraft operations. We are committed to implement meticulous safety protocols and safety inspections, and rigorous hazard assessments which are essential to mitigate risks and ensure operational efficiency.

We have established a robust governance framework and structure, dedicated to implementing and maintaining safety across our operations. This includes fostering a safety culture through comprehensive training programs, conducting regular safety assessments, and employing a systematic approach to hazard identification and incident investigation. We continuously monitor various safety metrics and key performance indicators (KPIs) to ensure the meticulous implementation of our safety protocols. By integrating these elements, we uphold rigorous standards and ensure a holistic approach to safety management throughout our organisation. We aspire to set the gold standard for safety in the aviation sector, which requires meticulous adherence to safety protocols, continuous improvement, and a culture of vigilance.



Occupational Health and Safety (OHS) Governance at CSMIA



Safety Review Board (SRB)

The purpose of the Safety Review Board is eminently strategic and deals with high level issues in relation to policies, resource allocation and organisational performance monitoring with respect to implementation and maintenance of safety management system at CSMIA in line with the Safety Policy.



Safety Action Group (SAG)

The purpose of the Safety Action Group is tactical. It deals with implementation of safety management at the grass root level. It ensures control of safety risks pertaining to specific activities and minimizes the consequences of hazards during line operations. SAG shall function under the strategic guidance of the SRB.



Department-Level Committees

The purpose of the Departmental Safety Committee is to identify and address the Safety and Occupational Health related issues at department level. This will provide a platform to review and discuss the results of inspections and audit findings. It will also help in identification of hazards and effectiveness of control measures pertaining to the identified hazards and other departmental activities. The committee will further provide necessary recommendations to ensure and enhance the safety performance of the department.



Safety Management System and Standards

At CSMIA, we've established a strong Occupational Health and Safety Management System that meets the ISO 45001:2018 Standard. This system covers all employees and workers, addressing operations, maintenance, and security in our terminals, operational areas, and Cargo complex. In addition to 45001:2018, our framework aligns with guidelines from the Directorate General of Civil Aviation (DGCA) which sets a benchmark for aviation and legal requirements.

01

Workplace Safety and
Labour Regulations

04

Electrical and Fire
Safety Standards

07

Vehicle and
Transportation
Regulations

02

Explosives and
Pressure Vessels

05

Petroleum Safety

08

Environmental
Protection

03

Radiation Protection

06

Disability Rights

09

Food Safety

Cultivating a Safety Culture



We build safety communities, groups dedicated to promoting well-being.

Through safety ambassadors and peer-to-peer training, we ensure vigilance.

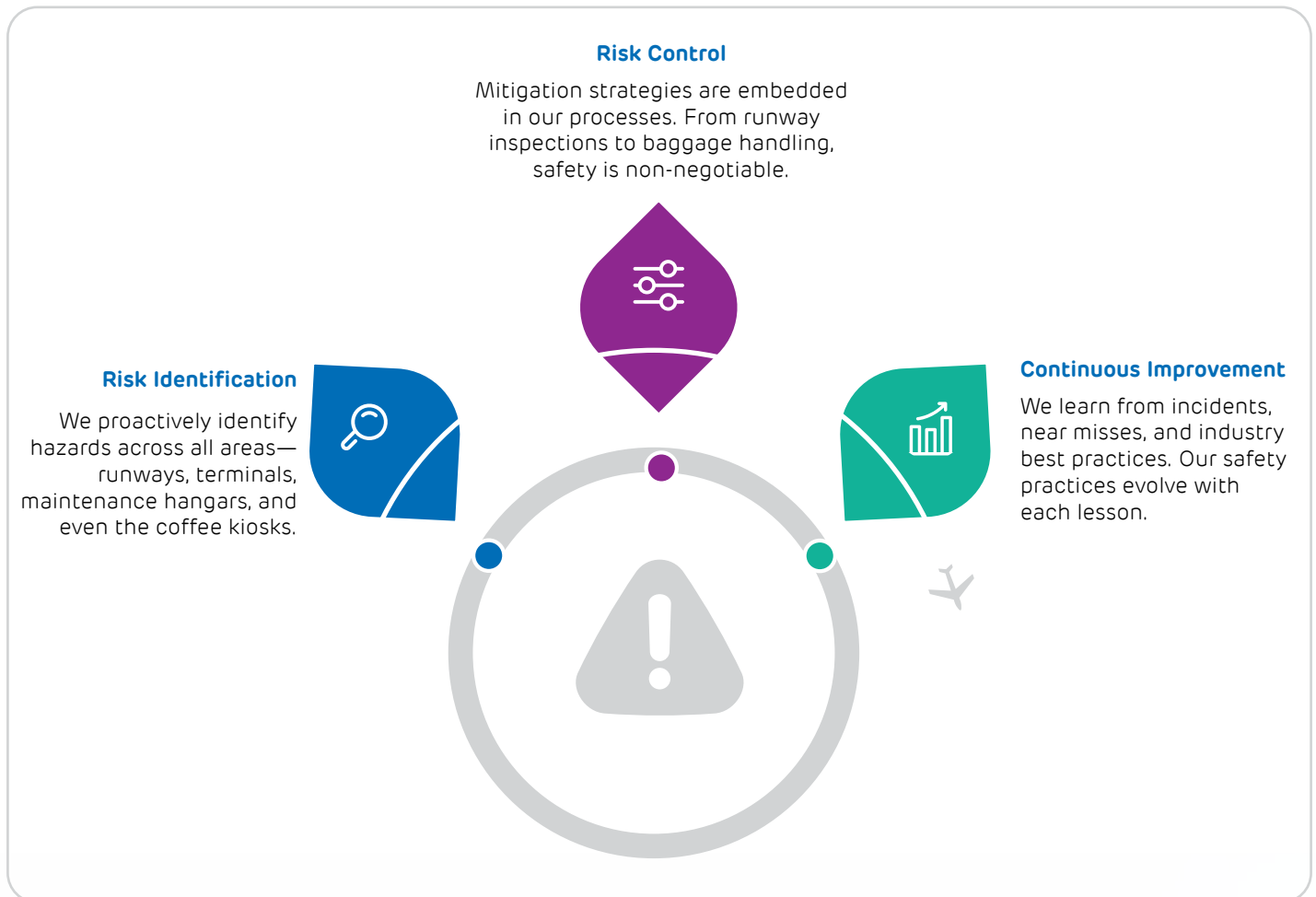
Our aim is for every employee and stakeholders, from the CEO to new recruits, to actively contribute to our safety culture.

These standards reflect our commitment to the highest levels of occupational health and safety at CSMIA. By following these guidelines, we prioritize the well-being of our employees, stakeholders, and the community while adhering to global best practices in safety management.



Hazard Identification, Risk Assessment, and Incident Investigation

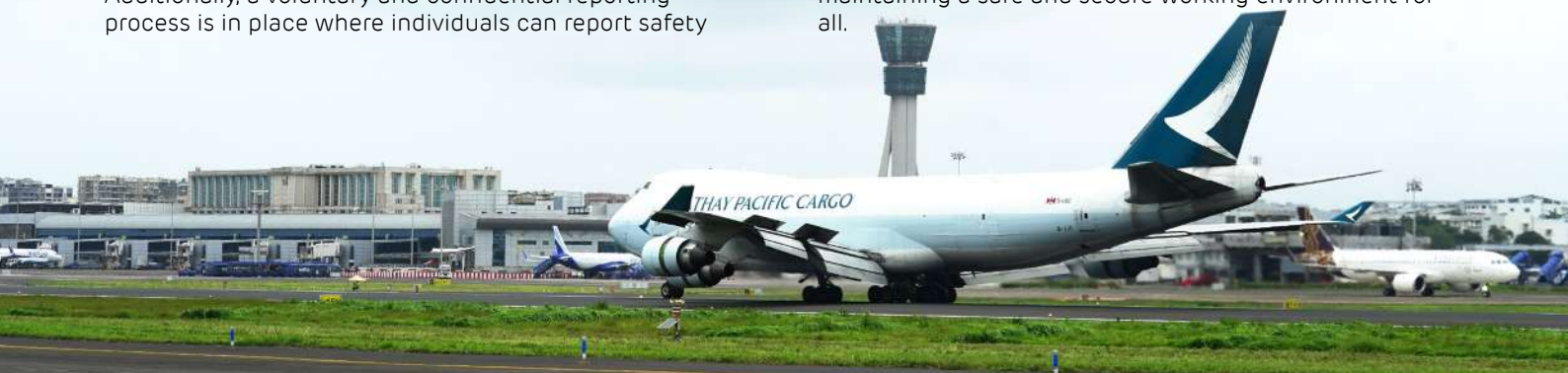
CSMIA has a detailed risk assessment procedure in place for hazard identification. Each hazard with respect to the operations is identified based on the scope of the operation. Control measures are then provided to bring down the risk to an acceptable level.



Reporting mechanism of work-related hazards

Safety hazard reporting is facilitated through QR codes, email correspondence, or phone calls within our organisation. Reports can be submitted by relevant departments, supervisors, or an employee & worker can directly report it to the safety department itself. Additionally, a voluntary and confidential reporting process is in place where individuals can report safety

hazards directly and confidentially to the Head of Safety, who ensures the anonymity of the sender. This structured process is meticulously documented in our relevant manuals and Standard Operating Procedures (SOPs), ensuring to comply with our commitment to maintaining a safe and secure working environment for all.



QR Code for hazard and incident reporting at workplace ✈️ CASE STUDY

QR codes have gained widespread adoption due to their convenience and user-friendliness. At CSMIA, we have implemented a QR code system for hazard and incident reporting, enhancing the efficiency and effectiveness of our reporting process. This system facilitates easy and immediate reporting by both workers and passengers, and it includes an option for anonymous submissions to ensure reporting without the fear of reprisal. The introduction of this innovative approach has led to a notable increase in reporting rates, providing us with valuable data to identify trends and patterns. This, in turn, enables us to deploy targeted control measures and proactively address potential risks, thereby enhancing overall workplace safety.



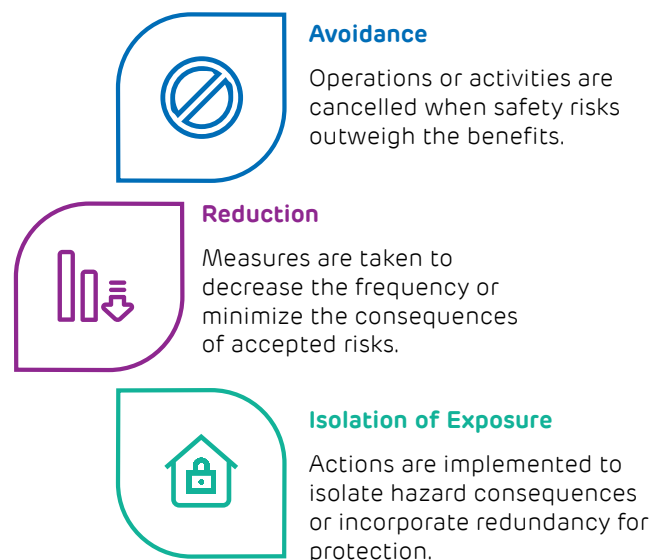
Safety Assessment

CSMIA believes that safety assessments play a crucial role in occupational health and safety by identifying potential hazards and risks in the workplace. These assessments are essential for preventing accidents, injuries, and occupational illnesses through proactive risk management. By conducting thorough assessments, we implement preventive measures to mitigate risks, ensuring compliance with legal regulations and standards.

Prioritising safety not only safeguards employee's well-being but also fosters a culture of safety awareness and proactive risk mitigation. Regular safety assessments contribute to continuous improvement by identifying areas for enhancement in safety management systems, thereby promoting a safe and healthy work environment conducive to employee productivity and overall organisational success.

We thoroughly analyse the potential negative impacts on occupational health and safety through our health and safety risk assessment process. Hazards and their associated risks are identified and addressed using the hierarchy of controls: elimination, substitution, engineering controls, administrative controls, and personal protective equipment (PPE). We continuously monitor and evaluate the effectiveness of these control measures to ensure that they provide effective risk mitigation and uphold our commitment to a safe working environment.

We conduct safety assessments in collaboration with stakeholders to identify hazards, and corresponding mitigation measures are communicated and implemented. We have three primary strategies to guide our safety risk mitigation efforts:



Procedure for Investigation with respect to safety related incidents

The Incident Investigation Procedure, as per our Standard Operating Procedure (SOP), aims to:

- 01 Determine the root causes of incidents and implement corrective actions to prevent recurrence or mitigate outcomes.
- 02 Identify opportunities for preventive actions to enhance overall safety measures.
- 03 Ensure compliance with mandatory regulatory requirements related to safety incidents.
- 04 Communicate investigation results comprehensively to instill confidence in the effectiveness of our safety management system among all stakeholders.

Occupational Health and Safety Training for Employees and Workers

Regular occupational health and safety (OHS) training and briefing sessions are conducted at our organisation for all staffs and workers covering a range of topics. General OHS principles, policies and procedures, specific work-related hazards and activities empower staff and workers to identify and avoid and remove themselves from the situations that may pose a risk of injury or ill health. These sessions are integral to ensuring that all employees are well-equipped with the knowledge and skills necessary to perform their duties safely. Comprehensive training records are meticulously maintained by the respective departments and human resource team, ensuring compliance with regulatory requirements, and facilitating continuous improvement in our safety practices. This structured approach underscores our commitment to maintaining a safe and secure working environment for all employees.

Our officials involved in safety assessment also undergo comprehensive occupational health and safety management training, including safety risk assessment and mitigation techniques, across three phases: Initial, Recurrent, and Corrective Training. Verification of training assimilation is conducted through written, interviews, or practical assessments as appropriate.

2,440

Number of participants for webinars & training programs

25

No. of webinars and training programs conducted on OHS



Work – Related Injuries *

Safety Metrics - Employees	FY 2024
Number and rate of fatalities	0
Number and rate high - consequence work-related injuries (excluding fatalities)	0
Number of recordable work-related injuries	8
Rate of recordable work-related injuries	0.47
Reportable injuries	1
Lost days	4
LTIFR	0.05
Total no. of hours worked	1,68,80,888

The rates have been calculated based on 1,000,000 hours worked.

Work Related Ill - Health *

We conduct thorough assessment of potential hazards, including physical, chemical, biological, ergonomical and psychosocial. Based on these assessments, we implement and maintain robust control measures to effectively manage and mitigate these hazards. Our proactive approach ensures that any associated risks are reduced to acceptable level, safeguarding the well-being of our workforce and maintaining a safe environment.

“We are proud to record **zero** work-related ill health issues to date, encompassing both our employees and workers. This achievement is a testament to our rigorous health and safety management practices.”

Medical and Healthcare Activities

CSMIA has established and implemented process for consultation and participation of employees & all stakeholders across applicable levels and functions in the development, planning, implementation, performance evaluation and actions for improvement of Integrated Management System. Various stakeholders including employees, workers, concessionaire, suppliers amongst others who participate in the monthly safety meeting. Overall, 85 departmental safety meeting were conducted for FY 2024.

Our CSMIA Medical Services department facilitates workers to access the non-occupational medical and healthcare services. When necessary, employees & workers are advised to consult specialist doctors or hospitals. The department regularly organizes health check-up camps and webinars on a variety of topics to

enhance employee and worker awareness and promote well-being. The personal health information of workers collected by the CSMIA Medical Services team is strictly confidential and managed by the Head of Medical Services. This information is analysed and shared solely with the respective employee. In exceptional circumstances where sharing with other concerned officials or parties is necessary, such decisions are made by the Head of Medical Services based on the specific merits of the case. To ensure widespread participation in these health promotion programs, the organisation communicates through multiple channels, including email notifications, posters, and banners displayed across the premises. This comprehensive approach underscores our commitment to supporting the health and wellness of all employees and stakeholders.

* Employees

GRI 403-3, GRI 403-4, GRI 403-6, GRI 403-9, GRI 403-10

Automated External Defibrillators (AED) and Cardio-Pulmonary Resuscitation (CPR) training



CASE STUDY

CSMIA is among the few airports globally equipped with an extensive array of lifesaving devices, such as AEDs, with nearly 117 units strategically placed throughout CSMIA. These devices can be operated by non-medical passengers and airport staff to provide critical aid before the medical team arrives.

To ensure effective use of these vital AEDs and to raise awareness, CSMIA Medical Services regularly conducts AED and CPR training sessions for all airport staffs. 114 staff members were trained in FY 2024.



Health Camps & Webinars



CASE STUDY



We have organized health camps for all our employees, addressing a variety of medical areas such as ophthalmology and eye check-ups, blood donation, diabetes management, and more. These initiatives have engaged a total of 2,565 participants. Additionally, we have hosted a series of webinars to enhance employee awareness on diverse health-related topics, attracting a total of 2,311 participants.



Life Saved at Airport

In FY 2024, the readiness and resilience exhibited at the airport, saved the life of five people.

.....✈️.....CASE 01

A 48-year-old passenger scheduled to fly to Kolkata experienced uneasiness and profuse sweating, which progressed to cardiac arrest with no blood pressure and no pulse. The CSMIA medical team promptly initiated resuscitation following the Advanced Cardiovascular Life Support (ACLS) protocol, administering CPR, delivering DC shocks using an AED, and providing necessary medication. Within 15 minutes, the patient was revived and subsequently transferred to the nearest hospital for further treatment.

.....✈️.....CASE 02

A 77-year-old passenger arriving from Lucknow was found unconscious upon arrival. After regaining consciousness, the passenger was disoriented, agitated, and exhibited abnormal movements, with a high blood pressure reading of 150/108 mmHg. The CSMIA medical team provided immediate necessary treatment and transferred the passenger to a nearby hospital for further care.

.....✈️.....CASE 03

A 63-year-old passenger arriving from Hyderabad experienced cardiac arrest and was gasping for breath with no carotid pulse. The medical team immediately attached an AED and began CPR. After one cycle of CPR and one shock from the AED, along with an intravenous injection of adrenaline, the patient was revived and gradually regained consciousness, though he remained disoriented. His vital signs were as follows: SPO2 at 79%, blood pressure at 96/60 mmHg, and pulse at 120 beats per minute. The patient was then transferred to the nearest hospital in a CSMIA ambulance.

.....✈️.....CASE 04

A 50-year-old airline staff member experienced severe chest pain at the cargo main gate. On-duty cargo attendants promptly rushed to the scene to provide medical assistance and found that his blood pressure was elevated. The paramedic staff immediately alerted the Duty Medical Officer and transferred the patient to the cargo cardiac ambulance. Upon further evaluation by the doctor, the staff member was diagnosed with a heart attack. Emergency medications were administered immediately, and the patient was transferred to the nearest hospital for further treatment.

.....✈️.....CASE 05

A 43-year-old passenger arriving from Kenya was conscious but unresponsive to verbal commands. He was unable to speak and exhibited weakness in his right upper and lower limbs. The CSMIA medical team attended to him on board. Following a medical examination, it was determined that the passenger had hypertension and had previously undergone angioplasty, for which he was receiving treatment. After providing the necessary medical care, he was transferred to the nearest hospital in a CSMIA ambulance.

Details

FY 2024

Emergency cases	743
Hospitalisation [part of emergency cases]	435
Total cases handled	32,291



Recognition of Safety-Conscious Behaviour

CSMIA is committed to a robust safety culture by recognizing employees who consistently follow safety protocols, report hazards, and contribute to improvements. We use regular safety audits to identify and commend outstanding performers, reinforcing safety standards, and motivating staff. This approach ensures high safety standards and fosters a proactive safety culture across the organisation. Employee gets rewarded with a safety-first themed hamper consisting of various items which they can use it in their day-to-day activities.

Safeguarding the Skies: The Vital Role of ARFF in Airport Operations

Airport is complex hub of activity, where safety and efficiency are paramount. Among the many forces working behind the scenes to ensure the smooth operation of these facilities, the Aerodrome Rescue and Fire Fighting (ARFF) department stands as a cornerstone of safety and emergency preparedness. Over the past year, CSMIA ARFF team has played a crucial role in maintaining the safety and security of not only the CSMI Airport but also its surrounding community thereby contributing significantly to the overall success and resilience of the airport's operations.



Ensuring Safety at Every Turn

The primary mission of the ARFF department is to provide immediate response and expert handling of any fire or rescue situation within the airport premises and its near vicinity. This includes everything from responding to aircraft incidents to managing fire emergencies in terminal buildings and other airport facilities. ARFF team's swift actions and preparedness have been instrumental in mitigating risks and ensuring that any potential disruptions to airport operations are minimized.



Vehicle fleet of Aerodrome Rescue and Fire Fighting

Building a Fire Safety Culture Among Airport Stakeholders

Beyond their immediate responsibilities, the CSMIA ARFF department has taken a proactive role in fostering a culture of fire safety among all CSMI Airport stakeholders. Through a series of targeted capacity-building programs and training sessions, they have worked closely with airlines, ground handlers, terminal operators, and other stakeholders to enhance their awareness and understanding of fire safety practices. These initiatives have not only improved the overall safety of airport operations but have also contributed to reducing the potential for incidents, thereby supporting the airport's reputation for safety and reliability.

In addition to these annual events, regular fire safety drills are conducted throughout the year to ensure that employees are well-prepared for emergencies. Aircraft crash simulation, fire drills, evacuation exercises, and medical response simulations are critical components of these drills, ensuring that everyone knows their roles during critical situations. These ongoing efforts not only enhance coordination and responsiveness among staff but also underscore CSMIA's commitment to maintaining a secure and safe environment for all.

Synopsis of efforts



78

Webinars and training programs conducted on ARFF



2,561

Participants for webinars & training programs



Firefighting awareness & evacuation trainings for stakeholders.



Aerodrome Emergency Response Plan trainings for stakeholders to make them understand their roles and responsibilities

Collaboration with City Responding Agencies

Recognizing that effective emergency response often requires collaboration, CSMIA ARFF department has established strong ties with other responding agencies based in the city. These partnerships are essential, as they ensure a coordinated and unified response in the event of larger-scale emergencies that may extend beyond the airport's boundaries. Over the past year, CSMIA ARFF service has regularly conducted joint capacity-building programs with Mumbai Fire Brigade, MCGM Disaster Management Department and National Disaster Response Force, honing their collective skills and ensuring that they are ready to tackle any situation together.

Leading the Observance of Fire Service Week

One of the highlights of ARFF's annual activities is the observance of Fire Service Week at the airport. This event, led by the ARFF department, serves as a platform to educate and engage the airport community on fire safety practices. Through demonstrations, workshops,

and interactive sessions, the team intends to raise awareness about the importance of fire prevention and response, reinforcing their commitment to safeguarding lives and property.

Contributing to the Airport's Operational Resilience ACHIEVEMENT

The ARFF department's contributions extend far beyond emergency response. By ensuring that all airport facilities adhere to stringent fire safety standards, MIAL ARFF service play a vital role in maintaining the operational resilience of the airport. Chhatrapati Shivaji Maharaj International Airport (CSMIA) has marked a significant achievement by inaugurating Asia's first Disabled Aircraft Recovery Kit (DARK) facility, featuring High Pressure lifting



bags. This advanced infrastructure enhances operational resilience with its superior durability, minimal manpower requirements, and efficient recovery capabilities compared to traditional low-pressure systems. DARK enables CSMIA to respond to critical aviation incidents swiftly and precisely such as runway excursions, minimizing operational disruptions and safeguarding passenger safety. Capable of recovering large commercial aircraft like the Boeing 777-300 weighing up to 390 metric tons, DARK is pivotal for handling Mumbai's high-demand air traffic.

Being custodian of DARK, ARFF services ensures readiness for complex recovery operations, supported by regular exercises and maintenance to uphold DARK's reliability.

- This initiative reinforces CSMIA's commitment to global aviation standards, ensuring safer and more resilient air travel experiences worldwide.
- DARK also enhanced CSMIA's capability to respond promptly and efficiently to runway excursions and aircraft incidents, thereby minimizing operational disruptions.
- In Sep 2023, CSMIA became the first airport in Asia to have commissioned a DARK equipment with high pressure lifting bags.

Security Practices

Airport security measures have continuously evolved to address emerging threats and ensure the highest standards of safety. As a responsible operator, we are dedicated to eliminating illegal and unlawful interference with civil aviation. Our overarching goal is to provide the safest and most secure environment possible. We deploy a comprehensive array of measures and resources to safeguard our passengers, crew and ground

personnel. At Chhatrapati Shivaji Maharaj International Airport (CSMIA), security operations are independently managed by the Central Industrial Security Force (CISF), a paramilitary force under the Ministry of Home Affairs, tasked with implementing rigorous security practices.

Security at CSMIA encompasses two primary areas:

Anti-Hijacking Measures

Strategies and protocols designed to prevent and respond to hijacking threats, ensuring the protection of aircraft and passengers.

Anti-Sabotage Measures

Procedures aimed at preventing and mitigating acts of sabotage, safeguarding airport infrastructure and operations.

Education and training in aviation is the initial and most crucial step in making aviation a secure place to travel.

The CSMIA AvSec (Induction, Basic & Refresher Course) training institute uses validated course materials to allow aviation security personnel to deliver specialized training courses. These courses delivered to selected individuals are outlined by DG-BCAS in the National Civil Aviation Security Training Program (NCASTP). These materials include Standardized Training Packages (STPs) and Aviation Security Training Packages (ASTPs). We have trained more than 15000 people at CSMIA ASTI (Airport Security Training Institute) with various training programs such as AVSEC (Awareness Program for Non-Security Staff), AVsec (Induction, Basic & Refresher Course) to designated staff and Screener Precertification Course (ILHBS & Standalone). These measures reflect our commitment to maintaining a secure and efficient airport environment.



As a responsible operator, we are dedicated to eliminating illegal and unlawful interference with civil aviation.



Information Technology & Cybersecurity System

CSMIA's information systems and data are protected through robust security measures. We are committed to enhancing our cybersecurity readiness and minimizing risks by implementing comprehensive policies and controls across CSMIA to safeguard the confidentiality, integrity, and availability of our information assets. The group level cyber security and data policy mandates the following for CSMIA:



Compliance

Adhere to national and international cybersecurity standards.



Control Implementation

Enforce control and monitoring measures for all hardware and software assets.



Asset Protection

Implement management protocols to secure stakeholder assets.



Risk Mitigation

Identify and mitigate risks to information and cyber systems through formal procedures.



Information Security

Protect critical information from unauthorized access, use, disclosure, modification, and disposal, ensuring its confidentiality, integrity, and availability.



Regular Audits

Conduct regular cybersecurity audits in line with national and international standards.



Reporting Channels

Establish clear reporting channels for any violations of cybersecurity and data privacy policies.



Stakeholder Protection

Safeguard CSMIA stakeholders and assets from potential threats that could impact business continuity and the Adani brand.



Communication and Collaboration

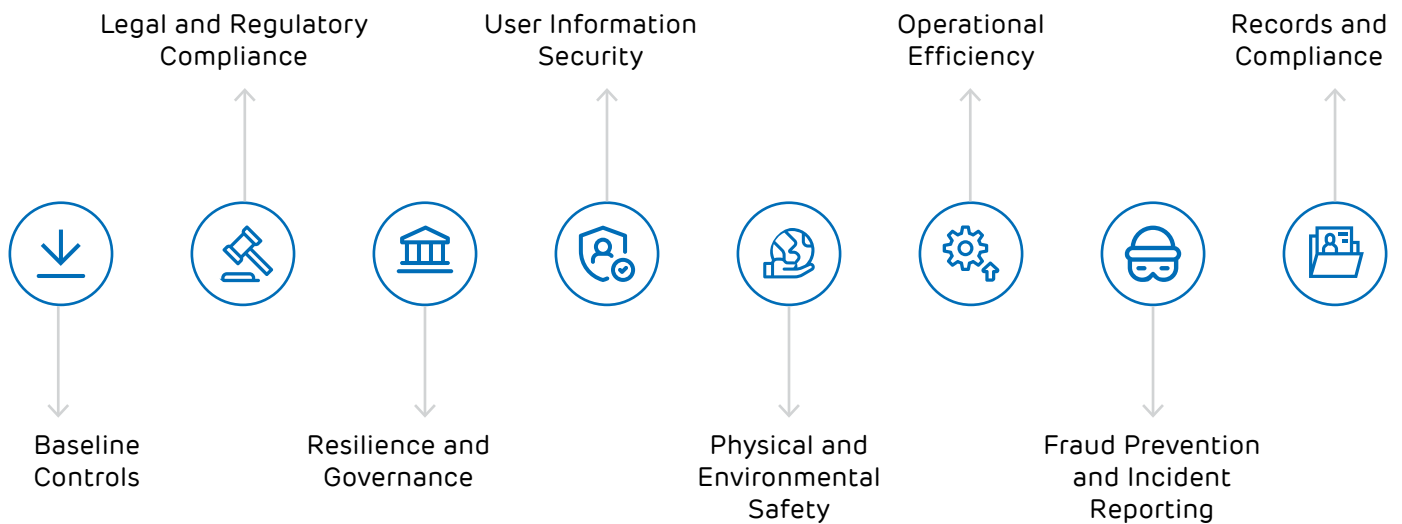
Promote the importance of cybersecurity, enhance information security capabilities, and collaborate with experts to continually upgrade infrastructure.



Accountability

Business and department heads are responsible for ensuring compliance with this policy. All information security breaches, whether actual or suspected, must be reported, investigated, and addressed with corrective actions.

As airport integrate advanced technologies, maintaining a comprehensive cybersecurity framework is essential. This framework ensures operational continuity, optimizes digital infrastructure, and minimizes environmental impact by reducing reliance on physical resources. Our framework includes the following key elements:



Key Elements

Enhancing data Security at Airport

At CSMIA, we recognize the critical importance of safeguarding sensitive information and critical systems against digital threats. Our cutting-edge cybersecurity measures address risks originating both internally and externally. Concrete actions are regularly taken to prevent data leaks and unauthorized intrusions. Our toolkit includes data leakage prevention (DLP) solutions, distributed denial-of-service (DDoS) protection, privileged identity/access management, and advanced endpoint security.

To ensure a layered defence, our IT team monitors these security measures, while the strategy group oversees their effectiveness. We conduct awareness sessions and workshops for internal and external stakeholders,

sharing technology updates via email and our e-learning portal. Collaborating with experienced IT security firms, our specialists continually refine procedures to combat cybercrime.

Annually, we review our cybersecurity efforts and evaluate our enterprise risk management (ERM) practices. During the reporting year, we received no complaints related to data loss or breaches.

We have not received of substantiated complaints concerning breaches of customer privacy, categorized by leaks, thefts, or losses of customer data nor any complaints from any regulatory bodies.



Customer Experience

In our commitment to enhancing customer experience and delivering exceptional service quality, we are transitioning from individual interactions to a seamless, hyper-personalized experience across our entire value chain. Our objective is to redefine the airport service experience, by fostering meaningful connections between customers and employees and integrating various touchpoints to deliver a cohesive and comprehensive experience for all stakeholders.

Customer expectations drive our operations, and we address these through tailored solutions developed with our business partners. Adhering to ISO 10002 guidelines, we implement a robust complaint handling process and resolution mechanism to meet and exceed customer needs. Our Quality and Customer Experience department manages customer requirements, supported by insights from our internal Objective Quality Survey (OQS) to ensure timely and effective solutions. We also uphold stringent data privacy and security standards, with no substantiated complaints of data breaches or privacy issues reported during the reporting period.



Inter-Terminal Transfer



CSMIA has introduced Domestic-to-Domestic (DTD) transfer facility designed to streamline transfers for passengers with connecting domestic flights from Terminal 2 (T2).

This dedicated transfer area features pre-embarkation security checks, which will substantially decrease the Minimum Connection Time (MCT) for both passengers and crew members.

Our ASQ performance

Through our meticulous efforts in ensuring customer satisfaction and advocating their needs, we are consistently improving our airport performance.

Chhatrapati Shivaji Maharaj International Airport (CSMIA) has been ranked as the best airport in the Asia Pacific region in above 40 million passenger category by ACI for seven consecutive years. This recognition reflects a high level of commitment to excellence in service, infrastructure, and passenger experience.

Some of our initiatives & commitments to cater to the customers experience, safety and satisfaction are:

Self-baggage Drops (SBD)



With a rise in passenger numbers and an increasing need for check-in counters, CSMIA took the approach to add 25 SBD's [incremental capacity]. It helps passenger to be self-sufficient for check in of their baggage leading to a 12% incremental capacity addition at the check-in processor.

Digi – Yatra



The Digi-Yatra initiative leverages cutting-edge artificial intelligence and facial recognition technology to revolutionize the check-in process. By utilizing biometric identification, it enhances efficiency and security, reducing the time required for check-in with minimal physical contact.

Pre-Embarkation Security Check (PESC)



CSMIA has inaugurated an enhanced Pre-Embarkation Security Check (PESC) area, a strategic initiative aimed at improving processing capacity and reducing wait times. This upgrade has expanded the airport's security screening facilities to a total of 5,735 square meters. The redesigned PESC features a contiguous processing area of approximately 2,075 square meters, positioning it as one of the largest security screening areas in the country.

Parking Guidance System for Passengers



An advanced Parking Guidance System at Terminal 2 provides real-time information on available parking spaces streamlining entry procedures and optimizing the parking experience at CSMIA.

In addition to our core services, we offer a range of specialized facilities to enhance passenger convenience and safety.

Wheelchair Assistance



We provide dedicated wheelchair assistance for passengers requiring mobility support.

Accessible Parking



We offer easily accessible dedicated parking slots at the Multi-Level Car Park (MLCP) for convenience.

Designated Drop-Off Zones



A designated drop-off zone is available on the curb side to facilitate smooth access for passengers.

Support for Visually Challenged Passengers



Our services include aiding visually challenged passengers with Reduced Mobility (PRM) throughout our premises.

Wheelchair-Friendly Facilities



We have a demarcated area for wheelchair users at the arrival baggage carousels, as well as ramps at various outlets to ensure easy accessibility.

Tactile Flooring



Tactile flooring is installed at multiple locations throughout the terminal to assist visually impaired passengers.

These facilities are part of our commitment to ensuring a seamless, safe, and comfortable experience for all passengers.

Ensuring Customer Health and Safety

We are committed to ensuring that our Food and Beverage (FNB) outlets adhere to the highest quality standards and protocols. To achieve this, we conduct rigorous periodic audits and monthly monitoring, accompanied by random inspections. Our quality assurance measures include stringent food safety practices such as food sampling, regular hygiene audits, and a strict compliance with the FSSAI guidelines.

As a result of these thorough measures, Mumbai International Airport Limited (MIAL) has not received any complaints or non-compliance warnings concerning regulatory standards across our outlets.

Additionally, we maintain our commitment to excellence by conducting annual ISO 9001:2016 quality assurance audits to further ensure compliance with international quality management standards.



Passenger Feedback and Grievance Redressal Tool

We recognize that effective customer relationship management is crucial to the sustained success of our business. Our goal is to proactively engage with customers, understand their needs, and elevate their experience by consistently delivering substantial value. To achieve this, we have implemented a comprehensive customer relationship management system, supported by clearly defined processes, policies, and guidelines. Throughout our operations, we maintain a steadfast customer-centric approach.

Email and Hotline
Calls



Complaint
Register



Website & Social
Media



Airseva



QR Code based
Feedbacks



CPgrams

Modes for raising complaints

Customer Privacy & Data Security

We have a dedicated Complaint Management system (CMS) for receiving all kinds of complaints from the customers supported by a robust grievance redressal mechanism. To implement this with more organized approach, we have a cyber security and data security policy at group level which is applicable and implemented by CSMIA. To ensure compliance with national and international cybersecurity standards, our organisation has implemented comprehensive measures for the protection and security of all hardware and software assets.

We maintain confidentiality of all the feedback and complaints that we receive.

We have no record of substantiated complaints received concerning breaches of customer privacy, categorized by leaks, thefts, or losses of customer data nor any complaints from any regulatory bodies.



Our customer feedback*

On behalf of the Ministry for Tourism and the Creative Economy of the Republic of Indonesia, I would like to express my sincere gratitude and appreciation for kind support and assistance during our time at Mumbai Airport. We thank you for your kind help with our early check in baggage and for your lovely Reserved Lounge that we could rest while we waited for our early morning flight to Vadodara. Once again, I thank you so much for your kind support and assistance during our time in Mumbai.

I take immense pleasure in mentioning about the impeccable service, co-ordination, management precession in finding my bag in such a busy airport of Mumbai that too from the parking lot, placed in one of the trolleys in no time. Kudos to CSMIA staff for their patience and in accompanying me from counter to counter, maintaining composure and belief in the system. I have no words to mark their prompt actions and support throughout.

I was travelling from Chennai to Mumbai, and I misplaced my handbag at Terminal 1 Mumbai airport containing my laptop and valuables. I immediately rushed back to airport. I met assignment officer who was extremely helpful, and we could get back our bag intact. I really appreciate assignment officer and other support staff without whom it would not have been possible for us to get the bag. I would like to give the highest rating to assignment officer for his sincere efforts and once again I would like to thank him sincerely for this noble gesture.

**The names of the passengers have been removed due to data privacy.*

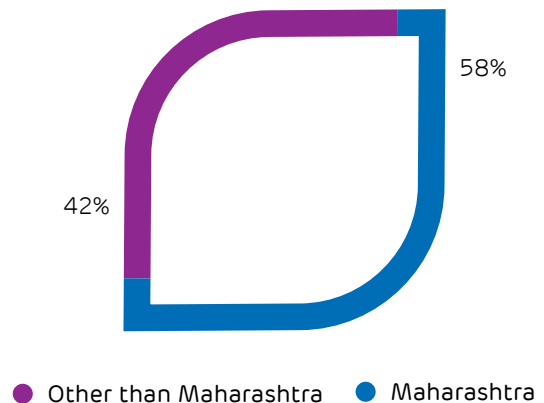


Supply Chain Management

At CSMIA, our operations are intricately dependent on a wide array of suppliers, including those providing manpower, operational and maintenance services, ramp and cargo management, and retrofitting work. Recognizing the vital role that an optimized supply chain plays in the aviation industry, we are committed to enhancing efficiency, reducing maintenance costs, and ensuring the highest accuracy in inventory management. The importance of a robust supply chain in the airport industry cannot be overstated. It directly impacts operational efficiency, safety, and the overall passenger experience. Effective supply chain management ensures timely and reliable delivery of essential services, which is crucial for maintaining smooth airport operations and minimizing disruptions.

Our engagement with stakeholders is proactive and multifaceted, ensuring that any concerns are promptly addressed. We extend our commitment to environmental and social responsibility to our suppliers furthering our dedication towards ensuring sustainable supply chain management. We continuously monitor and improve practices, by maintaining an efficient system for supplier screenings and evaluations.

Procurement FY 2024





Independent Limited Assurance Statement to Mumbai International Airport Limited on their Sustainability Report FY2024

To the Management of Mumbai International Airport Limited, Mumbai, India

Introduction

Intertek India Private Limited ("Intertek") was engaged by Mumbai International Airport Limited ("MIAL") to provide an independent limited assurance on its Sustainability Report for FY2024 ("the Report"). The scope of the Report comprises the reporting period of FY2024. The Report is prepared by MIAL based on Global Reporting Initiative (GRI) Standards 'with reference to' option for sustainability reporting.

The assurance was performed with reference to with the requirements of International Federation of Accountants (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.

Objective

The objectives of this limited assurance exercise were, by review of objective evidence, to confirm whether any evidence existed that the sustainability related disclosures, as declared in the Report, were not accurate, complete, consistent, transparent and free of material error or omission with reference to with the criteria outlined below.

Intended Users

This Assurance Statement is intended to be a part of the Sustainability Report FY2024 of Mumbai International Airport Limited.

Responsibilities

The management of MIAL is solely responsible for the development the Report and its presentation. Management is also responsible for the design, implementation and maintenance of internal controls relevant to the preparation of the Report so that it is free from material misstatement, whether due to fraud or error.

Intertek's responsibility, as agreed with the management of MIAL, is to provide assurance and express an opinion on the data and assertions in the Report based on our verification following the assurance scope and criteria given below. Intertek does not accept or assume any responsibility for any other purpose or to any other person or organization. This document represents Intertek's independent and balanced opinion on the content and accuracy of the information and data held within.

Assurance Scope

Assurance has been provided for selected sustainability performance disclosures presented by MIAL in its Report. The assurance boundary included data and information for the operations in Mumbai International Airport Limited with reference to GRI standards. Our scope of assurance included verification of data and information on selected disclosures reported as summarized in the table below:

General Disclosures

- Employees 2021: 2-7
- Workers who are not employees 2021: 2-8

Topic Specific Disclosures*Governance Disclosures*

- Procurement Practices 2016: 204-1
- Anti-corruption 2016: 205-2
- Non-discrimination 2016: 406-1
- Customer Privacy 2016: 418-1

Environmental Disclosures

- Energy 2016: 302-1, 302-3, 302-4
- Water and Effluents 2018: 303-3, 303-4, 303-5
- Emissions 2016: 305-1, 305-2, 305-3, 305-4, 305-5, 305-7
- Waste 2020: 306-3, 306-4, 306-5

Social Disclosures

- Employment 2016: 401-1, 401-2, 401-3
- Occupational Health and Safety 2018: 403 -1 to 10
- Training and Education 2016: 404-1, 404-3
- Diversity and Equal Opportunity 2016: 405-1
- Child Labor 2016: 408-1
- Forced or Compulsory Labor 2016:409-1

Assurance Criteria

Intertek conducted the assurance work with reference to requirements of 'Limited Assurance' procedures as per the following standard:

- International Standard on Assurance Engagements (ISAE) 3000 (revised) for 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'.
- International Standard on Assurance Engagements (ISAE) 3410 for 'Assurance Engagements on Greenhouse Gas Statement

A limited assurance engagement comprises of limited depth of evidence gathering including inquiry and analytical procedures and limited sampling as per professional judgement of assurance provider. A materiality level of 10% was applied. Assessment of compliance and materiality was undertaken against the stated calculation methodology and criteria.

Methodology

Intertek performed assurance work using risk-based approach to obtain the information, explanations and evidence that was considered necessary to provide a limited level of assurance. The assurance was conducted by desk reviews & stakeholder interviews with regards to the reporting and supporting records for the fiscal year 2024 at MIAL office Mumbai. Our assurance task was planned and carried out in the month of Mar-Apr and Jul-August 2024. The assessment included the following:

- Assessment of the Report that was prepared with the GRI standards.
- Review of processes and systems used to gather and consolidate data.
- Examined and reviewed documents, data and other information made available at corporate offices and digitally.
- Conducted physical interviews with key personnel responsible for data management.
- Assessment of appropriateness of various assumptions, estimations and thresholds used by MIAL for data analysis.
- Review of GRI disclosures on sample basis for the reporting period of 1st April 2023 to 31st March of 2024 for MIAL was carried out onsite at MIAL's corporate office.
- Appropriate documentary evidence was obtained to support our conclusions on the information and data reviewed and details would be provided in a separate management report.

Conclusions

Intertek reviewed selected sustainability disclosures provided by MIAL in its Report. Based on the data and information provided by MIAL, Intertek concludes with limited assurance that there is no evidence that the sustainability data and information presented in the Report is not materially correct. The report provides a fair representation of GRI disclosures and is with reference to the GRI Standards to the best of our knowledge.

Intertek's Competence and Independence

Intertek is a global provider of assurance services with a presence in more than 100 countries employing approximately 43,500 people. The Intertek assurance team included Competent Sustainability Assurance Professionals, who were not involved in the collection and collation of any data except for this Assurance Opinion. Intertek maintains complete impartiality towards any people interviewed.

For Intertek India Pvt. Ltd.



Poonam Sinha
Assistant Manager-Sustainability
Intertek Assuris
13th Sep 2024



Beth Mielbrecht
Project Director
Intertek Assuris
13th Sep 2024

No member of the verification team (stated above) has a business relationship with Mumbai International Airport Limited stakeholders beyond that is required of this assignment. No form of bribe has been accepted before, throughout and after performing the verification. The verification team has not been intimidated to agree to do this work, change and/or alter the results of the verification. The verification team has not participated in any form of nepotism, self-dealing and/or tampering. If any concerns or conflicts were identified, appropriate mitigation measures were put in place, documented and presented with the final report. The process followed during the verification is based on the principles of impartiality, evidence, fair presentation and documentation. The documentation received and reviewed supports the conclusion reached and stated in this opinion.

GRI Index

GRI Standard	Disclosure	Section	Page No
GRI 2: General Disclosures 2021	2-1 Organizational details	About the report	7, 16
	2-2 Entities included in the organization's sustainability reporting	About the report	7
	2-3 Reporting period, frequency and contact point	About the report	7
	2-4 Restatements of information	About the report	7
	2-5 External assurance	About the report	7
	2-6 Activities, value chain and other business relationships	Our portfolio of services	24
	2-7 Employees	Employee base	76
	2-8 Workers who are not employees	Contractual worker base	77
	2-9 Governance structure and composition	Organization structure and composition	32, 34
	2-10 Nomination and selection of the highest governance body	Nomination procedure	36
	2-11 Chair of the highest governance body	Organization structure and composition	31
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability structure	35
	2-13 Delegation of responsibility for managing impacts	Sustainability structure	35
	2-14 Role of the highest governance body in sustainability reporting	Sustainability structure	35
	2-15 Conflicts of interest	Conflict of interest	37
	2-16 Communication of critical concerns	Grievance redressal mechanism	38, 90
	2-17 Collective knowledge of the highest governance body	Skill mapping	37
	2-18 Evaluation of the performance of the highest governance body	Board evaluation	36
	2-19 Remuneration policies	Remuneration policy	36
	2-20 Process to determine remuneration	Remuneration policy	36
	2-22 Statement on sustainable development strategy	Message from CEO	4
	2-23 Policy commitments	Key codes, policies and frameworks	37
	2-24 Embedding policy commitments	Key codes, policies and frameworks	37
	2-25 Processes to remediate negative impacts	Grievance redressal mechanism	38

GRI Standard	Disclosure	Section	Page No
	2-26 Mechanisms for seeking advice and raising concerns	Grievance redressal mechanism	38
	2-27 Compliance with laws and regulations	Risk Management Policy and Business Continuity	41
	2-28 Membership associations	Public policy and advocacy	38
	2-29 Approach to stakeholder engagement	Insights into our stakeholders engagement	44
	2-30 Collective bargaining agreements	Notice of change & collective bargaining	90
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Methodology for stakeholder identification	43
	3-2 List of material topics	Materiality matrix	46
	3-3 Management of Material Topics	-	31, 39, 41, 60, 62, 84, 92, 106
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Infrastructure and Operations	27
	203-2 Significant indirect economic impacts	Infrastructure and Operations	27
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Supply chain management	111
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Anti-corruption, anti-bribery policy and anti-competitive behaviour	38
	205-2 Communication and training about anti-corruption policies and procedures	Anti-corruption, anti-bribery policy and anti-competitive behaviour	38
	205-3 Confirmed incidents of corruption and actions taken	Anti-corruption, anti-bribery policy and anti-competitive behaviour	38
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Anti-corruption, anti-bribery policy and anti-competitive behaviour	38
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy management	62, 63
	302-2 Energy consumption outside of the organization	Energy management	63
	302-3 Energy intensity	Energy management	63
	302-4 Reduction of energy consumption	CSMIA Sustainability Initiative	57
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water management	68
	303-2 Management of water discharge-related impacts	Water management	68
	303-3 Water withdrawal	Water management	69
	303-4 Water discharge	Water management	69
	303-5 Water consumption	Water management	69
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Emission management	60
	305-2 Indirect energy (Scope 2) GHG emissions	Emission management	60
	305-3 Other indirect (Scope 3) GHG emissions	Emission management	60
	305-4 GHG emissions intensity	Emission management	61

GRI Standard	Disclosure	Section	Page No
	305-5 Reduction of GHG emissions	CSMIA Sustainability Initiative	57
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Air emissions	61
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste management	64
	306-2 Management of significant waste-related impacts	Waste management	64
	306-3 Waste generated	Waste management	64
	306-4 Waste diverted from disposal	Waste management	65
	306-5 Waste directed to disposal	Waste management	65
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Recruitment Process	77
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee well being, employee benefits	80,82
	401-3 Parental leave	Employee benefits, parental leave	82,83
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Notice of change & collective bargaining	90
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Safety management system and standards	93
	403-2 Hazard identification, risk assessment, and incident investigation	Hazard identification, risk assessment, and incident investigation/occupational health and safety training for employees and workers	94
	403-3 Occupational health services	Medical and healthcare activities	97
	403-4 Worker participation, consultation, and communication on occupational health and safety	Medical and healthcare activities	97
	403-5 Worker training on occupational health and safety	Occupational health and safety training for employees and workers	96
	403-6 Promotion of worker health	Medical and healthcare activities	97
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Hazard identification, risk assessment, and incident investigation/safety assessment	94, 95
	403-8 Workers covered by an occupational health and safety management system	Safety management system and standards/worker management on health and safety	93
	403-9 Work-related injuries	Work – related injuries	97
	403-10 Work-related ill health	Work related ill - health	97
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning and Development	85
	404-2 Programs for upgrading employee skills and transition assistance programs	Learning and Development	84
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance review and appraisals	79

GRI Standard	Disclosure	Section	Page No
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	A quick glance at our board/Employee Base	33, 76
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Human rights	88
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Freedom of association	89
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Child and forced labour risks	90
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Child and forced labour risks	90
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Security practices	103
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous people	Human rights	89
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Ensuring customer health and safety	109
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Ensuring customer health and safety	109
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy & data security	110

Airport Operator Specific Standard

Index	Section	Page No	
A01	Total number of passengers	A soaring network, transcending boundaries	22
A02	Total annual number of aircraft movements	A soaring network, transcending boundaries	23
A03	Total amount of cargo tonnage	A soaring network, transcending boundaries	23
A04	Quality of storm water by applicable regulatory standards	Stormwater management	70
A05	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (ppm) by regulatory regime	Other air emissions	61
A06	Aircraft and pavement de-icing / anti-icing fluid used and treated by m and / or metric tonnes	Not applicable	-
A07	Number and percentage change of people residing in areas affected by noise	Noise management	67
A08	Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator, or on its behalf by a governmental or other entity, and compensation provided	Not applicable	-
A09	Total annual number of wildlife strikes per 10,000 aircraft movements	Biodiversity	72

Abbreviations

AAHL	Adani Airport Holdings Limited
ACA	Airport Carbon Accreditation
ACAB	Anti-Corruption and Anti-Bribery Policy
ACI	Airports Council International
AEL	Adani Enterprises Limited
AERP	Airport Emergency Response Plan
AHU	Air Handling Unit
AO	Airport Operator
ARFF	Aerodrome Rescue and Fire Fighting
ASQ	Airport Service Quality
ASTPs	Aviation Security Training Packages
ATF	Aviation Turbine Fuel
ATM	Air Traffic Movement
AVSEC	Aviation Security
BCAS	Bureau of Civil Aviation Security
BMS	Building Management System
BOD	Biochemical Oxygen Demand
BRSR	Business Responsibility and Sustainability Report
BU GRC	Business Unit Grievance Redressal Committee
CAMS	Carbon Accounting and Management System
CAPA	Centre for Asia Pacific Aviation
CEO	Chief Executive Officer
CII	Confederation of Indian Industry
CIQ	Custom Immigration Queue
CISF	Central Industrial Security Force

CMS	Complaint Management System
CNG	Compressed Natural Gas
CNS	Communication Navigation and Surveillance for Air Traffic Management
CO	Carbon Monoxide
COD	Chemical Oxygen Demand
COO	Chief Operating Officer
CSE	Customer Service Executives
CSMIA	Chhatrapati Shivaji Maharaj International Airport
CSR	Corporate social responsibility
DARK	Disabled Aircraft Recovery Kit
DGCA	Directorate General of Civil Aviation
DGCA CAR	Directorate General of Civil Aviation Civil Aviation Requirements
DJSI	Dow Jones Sustainability Indices
DLP	Data Leakage Prevention
DTD	Domestic to Domestic
E&M	Engineering Services
EC	Environmental Clearance
EDI	Electronic Data Interchange
EMS	Environmental Management Systems
ERM	Enterprise Risk Management
ESG	Environmental Social and Governance
EV	Electric Vehicle
F&B	Food and Beverage
FTA	Fixed Term Appointment
FY	Financial Year
GHG	Green House Gases

GJ	Giga Joule
GRI	Global Reporting Initiative
GWP	Global Warming Potential
HHR	High Hazardous Risk
HOD	Head Of Department
HR	Human Resources
HVAC	Heating Ventilation and Air Conditioning
IATA	International Air Transport Association
IC	Internal Committee
IC Engine	Internal Combustion Engine
ICAO	International Civil Aviation Organization
ICT	Integrated Cargo Terminal
IFC	Internal Finance Control
IGBC	Indian Green Building Council
INR	Indian National Rupee
IoT	Internet of Things
IR	Industrial Relations
ISAE	International Standard on Assurance Engagements
ISO	International Organization for Standardization
IT	Information Technology
KPI	Key Performance Indicators
kWh	Kilowatt-hour
kWp	Kilowatt Peak
LED	Light Emitting Diode
LTIFR	Lost Time Injury Frequency Rate
MAFFFL	Mumbai Aviation Fuel Farm Facility Private Limited
MCGM	Municipal Corporation of Greater Mumbai

MIAL	Mumbai International Airport Limited
MLCP	Multi-Level Car Park
MLD	Million Litre per Day
MoCA	Ministry of Civil Aviation
MoEFCC	Ministry of Environment, Forest and Climate Change
MT	Metric Tonnes
MWH	Mega Watt Hour
MWP	Mega Watt Peak
N&R	Nomination and Remuneration
NAAQS	National Ambient Air Quality Standards
NCASTP	National Civil Aviation Security Training Program
NMIA	Navi Mumbai International Airport
NoX	Oxides of Nitrogen
NRC	Nomination and Remuneration Committee
OHC	Occupational Health Centre
OHS	Occupational Health and Safety
OPD	Out Patient Department
OQS	Objective Quality Survey
OWC	Organic Waste Composter
PESC	Pre-Embarkation Security Checks
PET	Polyethylene Terephthalate
PIDS	Perimeter Intruder Detection System
PM	Particulate Matter
PMS	Performance Management System
PSE	Passenger Service Executives
QHSE	Quality, Health, Safety and the Environment
QR	Quick Response

RE 100	Renewable Energy 100
RESA	Runway End Safety Area
RVM	Reverse Vending Machine
SCADA	Supervisory Control and Data Acquisition
SEBI	Securities and Exchange Board of India
SOP	Standard Operating Procedure
SRPF	State Reserve Police Force
STP	Standardized Training Packages
T1	Terminal 1
T2	Terminal 2
tCO ₂ e	Tonnes of Carbondioxide Equivalent
TNFD	Taskforce on Nature-related Financial Disclosures
TSS	Total Suspended Solids
UN SDG	United Nations Sustainable Development Goals
VAV	Variable Air Volume
µg/m ³	Micrograms per cubic metre
TSS	Total Suspended Solids
VAV	Variable Air Volume

Notes







Chhatrapati Shivaji Maharaj
INTERNATIONAL AIRPORT
MUMBAI

For more information on our sustainability practices and the report, contact:

Environment and Sustainability Department
E-mail: environment.mial@adani.com

Mumbai International Airport Ltd
Chhatrapati Shivaji Maharaj International
Airport
1st Floor, Terminal 1, Santacruz (E), Mumbai
400 099, India



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