

Mechanism to operationalize the system is as follows:

1. The person in custody of the grievance register makes an entry as soon as the grievance is received.
2. The CSR in-charge at site regularly monitors the register and leads the efforts to find an amicable resolve to the grievance registered.
3. Any new grievances registered are scrutinized and prioritized by the site CSR Head and the important ones are promptly brought to the notice of site BU Head.
4. Once the grievance is addressed adequately, the same are marked completed in the GRR.

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

	FY 2024-25	FY 2023-24
	Current financial Year	Previous financial Year
Directly sourced from MSMEs/ small producers	34%	18%
Directly from within India	70%	40%*

* **Note:** The information in the table above is for AEL on a standalone basis.

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

Location	FY 2024-25	FY 2023-24
	Current financial Year	Previous financial Year
Rural	3.12%	11.94%
Semi-urban	18.73%	1.06%
Urban	6.35%	9.02%
Metropolitan	71.80%	77.98%

Leadership Indicators

1. Details of beneficiaries of CSR Projects:

CSR Project	No. of person benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1) Adani Vidya Mandir, Sarguja	1047	88.90%
2) Airport school, Guwahati	418	38.30%
3) Remedial literacy program	350	100%
4) Treatment through Mobile Health Care Unit	6695	71%
5) Mangal Seva Program, Gujarat+ Women entrepreneur	128	100%
6) Rural sports - youth engagement	551	100%

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

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

Adani Enterprises' Airport business, a B2C segment, has implemented comprehensive systems to manage customer complaints and feedback. Various channels, including email and a dedicated online portal on our website, allow customers to voice their concerns and provide feedback. Prompt and effective resolution of these issues is a critical aspect of our operational strategy.

Airports business

It is ensured that acknowledgments are sent to users within 24 hours of receiving a complaint or feedback submission. Additionally, a standard process is followed to ensure grievances are resolved within a specified timeframe, guaranteeing a definitive resolution for each issue. This diligent approach allows the businesses to effectively address stakeholder concerns and continually enhance the customer experience.