

# Connecting Responsibly for Limitless Impact

At Airtel, sustainability is deeply embedded in our business strategy, reflecting our commitment to creating long-term value for all stakeholders. Robust scientific evidence remains the bedrock of responsible conduct.



We continue to focus on key priorities such as climate action, circular economy initiatives, gender equality, digital inclusion and waste management. Driven by our passionate team, we are implementing impactful initiatives to realise ambitious targets and foster a sustainable, interconnected world.

## Our Vision

is to be a globally renowned Environmentally conscious, Socially responsible and Governance-led Company by implementing leading ESG practices and transparent reporting.

## Airtel's Sustainability Journey

### 2025

- Recognised with the prestigious Frost & Sullivan Institute 'Enlightened Growth Leadership Best Practices Recognition 2024' award
- Nxtra by Airtel became a RE100 member
- Honoured with the ET HR Award
- Awarded ISS Prime status for corporate ESG performance
- Received the CDP Supplier Engagement Assessment A- rating

### 2024

- Disclosed BRSR core indicators with reasonable assurance
- Accredited with the CDP Climate Change B rating
- Received the CDP Supplier Engagement A- rating

### 2023

- Won the prestigious Golden Peacock Award for Sustainability in the Telecommunication sector
- Received the MSCI A rating
- Accredited with the CDP Climate Change B rating
- Honoured with the Dun & Bradstreet ESG Excellence Award
- Recognised at the ET Sustainable Organisation Awards 2022

### 2022

- Developed a robust ESG governance structure for oversight of ESG topics and initiatives
- Published the first SEBI-BRSR
- Received ASSOCHAM's Responsible Organisation Excellence Award
- Recognised at the Global CSR Excellence & Leadership Awards
- Won the Developing Sustainable Strategies award at the World CSR Congress
- Won Golden Peacock Award for Excellence in Corporate Governance in the Telecommunication sector
- Became DJSI Sustainability Yearbook Member

### 2021

Became the first telecommunication company to have validated SBTi target(s) for Near-term

### 2020

Won the prestigious Golden Peacock Award for Sustainability in the Telecommunication sector

### 2018

Published the first Integrated Report

For more information visit [Sustainability - Airtel](#)



01

Overview  
and Performance

02

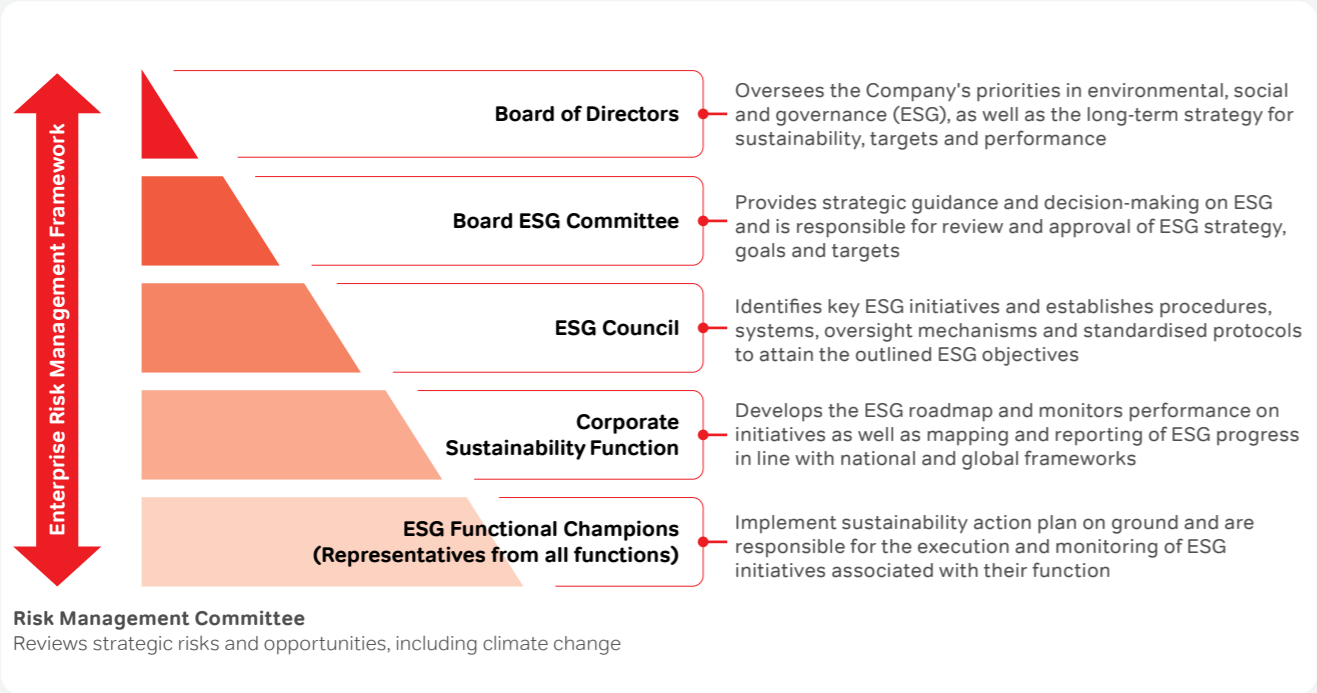
03

04

Our Approach to ESG

ESG Governance Structure

We drive our long-term sustainability vision through a robust ESG governance framework, aligning stakeholder interests and strategic decision-making. This framework ensures the seamless integration of ESG priorities across Airtel’s operations. To ensure accountability, key non-financial parameters including ESG goals are linked to the variable compensation of Senior Management including our CEO. For further details, please refer to the Management Discussion and Analysis (MDA) section of this report.



ESG Specific Commitments, Goals and Targets

Specific commitments, goals and targets set by the Company	Performance	Mapped NGRBC Principle <sup>1</sup>
<b>Climate Change and Energy Management</b>		
To reduce carbon emissions (Scope 1 and 2) by 50.2% by FY ending March 2031, using FY 2020-21 as baseline as per Science Based Targets initiative and GSMA pact	Reported 1,102,249 tCO <sub>2</sub> e of carbon emissions (Scope 1 and 2) in FY 2024-25	
To reduce absolute Scope 3 GHG emissions by 42% by FY ending 2031, using FY 2020-21 as baseline, per SBTi	Reported 6,698,692 tCO <sub>2</sub> e of carbon emissions (Scope 3) in FY 2024-25	P2 and P6
In line with target set by GSMA under Carbon Action Plan for telecom industry, achieve net zero carbon emissions by 2050	We plan to get the long-term (net zero) targets validated by SBTi within 2 years	
<b>Resource efficiency</b>		
Ensuring e-waste is sold to authorised recyclers/refurbishers to ensure environmentally sound waste management	E-waste is sold to authorised recyclers/refurbishers	P2 and P6
Sustaining ISO 14001 certification (for environment management system) <sup>3</sup>	Successfully completed surveillance audit	P6
<b>Digital Inclusion</b>		
The Company is committed to positively impact 150 million lives by 2025 by promoting digital inclusivity through extending high-speed 4G/5G data connectivity to data-starved regions and accelerating upgradation of feature phone users to smartphones, making device ownership affordable for low-income groups	Enabled 4G/5G network connections and covered an additional population of 158 million between January 2021 and March 2025	P8
<b>Diversity, Inclusion, Equity and Belonging</b>		
Ensuring at least 20% women employees by FY ending March 2025	18.5% women employees in workforce as on March 31, 2025	P3 and P5
<b>Employee Health and Well-being</b>		
Sustaining ISO 45001 certification (for occupational health and safety management system) <sup>3</sup>	Successfully completed surveillance audit	P3 and P5
<b>Community Stewardship<sup>2</sup></b>		
To contribute 2% of the average net profit of the preceding three financial years, in CSR and social development activities each year	₹486.82 Mn contributed to CSR and charitable activities in FY 2024-25 (please refer Annual Report on CSR activities at <a href="#">page 62</a> for more details)	P8
<b>Enhancing Customer Experience and Satisfaction</b>		
To reduce B2C customer interactions by 20% by FY ending March 2025, using FY ended March 2023 as baseline	>17% reduction in overall B2C customer interactions from FY 2022-23	P9
Maintain compliance with EMF radiation levels set by local regulations in line with ICNIRP Standards (International Commission on Non-Ionising Radiation Protection) <sup>3</sup>	No non-compliances were observed for all the base stations audited by DoT in FY 2024-25	P9
<b>Data Protection and Cybersecurity</b>		
Maintain zero data breaches	Airtel has zero cases for data breaches in FY 2024-25	P9
<b>Human Capital Development</b>		
To increase average training hours per employee by 15%	29 training hours per employee, against a target of 17 hours per employee	P3
<b>Sustainable Supply Chain Management</b>		
Implement an ESG engagement programme with 75% of suppliers (based on expenditure value) by 2025 <sup>3</sup>	Implemented ESG engagement programme with 75% of suppliers	P2 and P8
<b>Corporate Governance</b>		
Periodically conduct materiality assessment through formal stakeholder engagement to prioritise ESG focus areas	Revisited materiality assessment to ensure continued applicability	P1 and P4

<sup>1</sup> NGRBC stands for National Guidelines on Responsible Business Conduct principles. For more details, refer to the BRSR on [page 194](#).  
<sup>2</sup> The coverage of targets is only standalone Bharti Airtel Limited (BAL).  
<sup>3</sup> The coverage of targets is Bharti Airtel Limited and Bharti Hexacom Limited.

Our Approach to ESG



ESG Commitments



United Nations Global Compact (UNGC)

Building on our continued association with the United Nations Global Compact, our teams participated in the global SDG Innovation Accelerator program, joining 15 other Indian companies among 268 global corporate participants. Our teams addressed key challenges like reducing carbon footprint and integrating circularity into supply chains, to developing technology-driven sustainability solutions.



UN Energy Compact

We have adopted the Energy Compact that aims to mitigate the impacts of climate change.



SBTi

We have distinguished ourselves as a premier Indian telecom enterprise to align with global business leaders in adherence to the 1.5°C trajectory set by the Science Based Targets initiative (SBTi).



GSMA ESG Metrics

Our early adoption of the GSMA ESG Metrics framework has helped us to benchmark against global sectoral peers across the key metrics covering environment, digital inclusion, digital integrity and responsible procurement.

Strengthening Our Sustainability Ethos

We are committed to creating limitless impact by driving meaningful transformation through:

Fostering ESG culture

Advancing responsible initiatives

Enhancing ESG disclosures

We undertook several ESG-focused initiatives to foster awareness and engagement among our workforce. These efforts sought to deepen understanding of environmental, social and governance principles while empowering employees to contribute meaningfully to our sustainability journey.

Creating ESG Buzz

To inspire and inform employees on ESG activities, we:

- Shared climate related learnings, webinars and climate action apps, monthly newsletters
- Participated in 'Airtells 2024' – an internal talent marketplace – through ESG quiz and success shares
- Celebrated milestones like Earth Day with employee participation
- Host an inhouse digital learning platform harbouring curated courses and expert webinars covering topics like energy efficiency, waste management, water conservation, green building concepts, sustainable procurement, science-based targets, gender equality and sustainability disclosure
- Built capacity through learning programs by GSMA, UNGC along with facilitated sessions by sustainability experts
- Initiated an employee sustainability volunteer programme for continuous learning & contribution to sustainability

Showcasing Sustainability at India Mobile Congress (IMC)

We emphasised our commitment to sustainability and responsible business practices at the prestigious IMC 2024:

- Showcased case studies of impactful ESG initiatives focused on safety, green features of data centres and networks, circularity by utilisation of recycled plastic in SIM cards, dry waste incinerators, inclusion & diversity, social and green impact from schools run by the Bharti Airtel Foundation
- Participated in industry relevant panel discussions on circular economy, green digital practices, etc.
- Participated in the launch of Report 'Towards Green and Sustainable 6G in India' as chair of the Green & Sustainability Working Group for Bharat 6G Alliance

We remain steadfast in our commitment to advancing our ESG initiatives. We have captured the responsible initiatives across focus areas through the performance and outcomes presented in the subsequent sections of this report.