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Message from the Executive Chairman



Aviation sector globally has a huge role to play towards strengthening the sustainability pillars viz. environment, social and economic. Mumbai International Airport Limited (MIAL), being a leading operator of India's busiest airport, shoulder this responsibility equally of contributing towards the global sustainability scenario.



At MIAL, sustainability is an intrinsic concept, and we are progressing with our journey of sustainable operations.

We have set ourselves on a path of redefining the conventional ways at every operational stage in this current scenario. With this, we continue to report on our sustainability performances and our 5th sustainability report showcases our progress of sustainability practices and presents an overview of our initiatives from the past two years.

Staying committed to our goals of operating a sustainable and best-in-class facility worldwide, we strive to serve our passengers through our technological interventions and modernised infrastructure. Continuing with our vision of becoming the best airport in the world, we have been recognised as the 'Best Airport Staff' in India and Central Asia by Skytrax World Airport Awards 2020. During the reporting period, we have won many accolades in categories of customer excellence, supply chain management and cargo operations among others. Our commitment towards providing excellent amenities and achieving operational excellence through our concerted efforts is showcased through these acknowledgements.

We have been presented with yet another opportunity of serving our passengers by developing the Navi Mumbai International Airport (NMIA). It has been recognised as one of the world's Greenfield International airport projects. With a spark of innovation and renewed zeal, we have undertaken the development work of this new airport to cater to the ever-changing needs of our passengers. With continued focus on sustainability, we plan to integrate our sustainability strategy by including greener elements right at the design stage of our NMIA project. In our efforts to further modernise our facility, we have also made use of artificial intelligence at the construction and upgradation phase of NMIA. We aim to set a benchmark for the airport industry through these technological interventions and sustainability driven initiatives. NMIA is expected to handle a final capacity of up to 60 million passengers per annum; providing best travel experience to passengers across the globe.

We understand the relevance of growing concerns over climatic vulnerabilities, and resource criticalities; and hence we incorporate environmental dimensions into every decision-making process. Our green initiatives towards carbon neutrality, energy saving, and emission reduction reiterate our commitments towards sustainable development. This led us to being recognised with the Gold award at the ACI Asia-Pacific Green Airports Recognition, 2019 towards the creation

of green airport infrastructure. As a testimony to our environmental efforts, we also bagged the Gold-Green Airports Recognition award by ACI for two consecutive years; being recognised under the “over 45 million passengers” per annum (MPPA) category in FY 2019. Further, we continue to streamline our operational agenda to align with the Sustainable Development Goals (SDGs) for an all-inclusive growth.



Despite the market volatility caused due to the COVID-19 pandemic; we continue to build resilience towards emerging risks in the aviation industry.

We recognise the importance of our operations in these crucial times and have adopted all necessary measures to minimise the impact on our passengers, employees and the public at large. Going forward, we continue to prioritise health and safety concerns of our people and are gearing up for the post COVID era.

Through our tireless efforts and strong commitments, we plan to serve our people and the society for many more years to come. With this, I am pleased to share our sustainability report with you and welcome your feedback.

Dr. G V Krishna Reddy
Executive Chairman



Message from the Managing Director



We, at Mumbai International Airport Limited (MIAL), are committed to continuously push our boundaries, to forge an exceptional experience for all those who set foot in our boundaries. The last two years have been significant for us. While contributing to the growth of the airport sector, we have stayed true to our motive for accessibility and connectivity for our passengers by adding 5 domestic and 6 international destinations during FY 2018-19 and 7 domestic and 5 international routes in FY 2019-20.



We have expanded our network of cargo movements. Our cargo freight services consist of four dedicated international freighter airlines and one domestic freighter airline.

Our growth trajectory entails our duty to serve in a responsible manner. We have put sustainability at the heart of our expansion and business operations. Our philosophy is showcased by the state-of-the-art infrastructure of T2, which has turned 6 in February

2020. The excellent facilities provided along with the impressive service rendered by the entire staff of MIAL and all the stakeholders working inside and outside T2 has propelled our popularity across the world. The implementation of latest technologies has made the terminal a favourite among those visiting Mumbai. Our thoughts for a future resilient infrastructure is showcased by T2 which has won many accolades and acclamations for its green design. It is because of our progressive thinking and unorthodox approach that we have set benchmarks across the world with regards to sustainability practices in aviation sector, design, preserving art and excelling in passenger experience. The recognition won by CSMIA in 2019 like Outstanding Airport Project Award, ACI Asia-Pacific green Airport Recognition and Golden Peacock Award for Jaya He Safari, holds testimony to our efforts.

Running one of the busiest airports in India, we are venturing into ways by which we can overcome the operational challenges. From being the first airport to start e-boarding passes at T2 in 2019 to enabling online food and services booking to our customers at CSMIA, our journey of digital transformation to ease customer experience have been momentous. We have been constantly upgrading our facilities and efficiency of cargo and terminal services. Our cargo team unveiled 'Cooltainer', the innovative in-house designed pharma handling solution at CSMIA offering temperature-controlled transport in the tarmac region. We are pioneers in introducing the facility which will further enhance our level of competency in the pharma handling and support business. In our effort to enrich the cultural experience of our customers at MIAL, we have incorporated the concept "India Greets" at CSMIA T2. Our undeterred excellence in environment have been showcased by achieving the feat of carbon neutral airport and now hundred percent single use plastic free from October 2019. We constantly engage with our employees, contractors, suppliers and other vendors to ensure wellbeing of our workforce and inculcate a feeling of inclusiveness. Our relation to the community is cemented by our continuous involvement in their welfare and creating opportunities for them to thrive with us.

Our vision of building future ready airport is also being depicted through the developments in Navi

Mumbai International Airport (NMIA). NMIA would be one of the first greenfield international airport in the country and cater to 60 million passengers a year after completion. We are bringing the best in class design and engineering to this highly awaited airport. We are determined to work closely with the local community to deliver the NMIA project in a way which is fair to local communities and creates a legacy for the next generation.

Airports are the pacemaker of today's life. The number of passengers travelling through some of the busiest airports each year is higher than the population of many small cities. Thus, it is important to be a step ahead in this quickly developing system. Preparing ourselves for an evolving regulatory environment and business dynamics has always been one of our prime challenges. Airport operators around the world have been facing the challenges of air traffic congestion and airport capacity. These challenges are our opportunities towards a sustainable business operation at MIAL.



Our incessant attempt to upgrade our operations through use of Artificial Intelligence, different digital innovations and vigilant and proactive management of facilities and responsible environment and safety management systems, have helped us in our endeavour to serve better.

Equipped with the zeal of our people, our infrastructure and reinstating our faith in technology, we are gearing up to meet hurdles brought to the aviation industry. We have envisioned innovative ways to start operations afresh, keeping in mind the new normal to ensure customer delight and ease of travel even in these challenging times.

We have put concerted efforts on the three pillars of sustainability - Maximising the value creation for our stakeholders while adapting to industry best practices in tackling environmental implications and building

an inclusive societal approach. This report provides a snapshot of our progress over the last two years. It depicts how we are taking action on our goals and pushing ahead in key aspects of our business, but much still remains to be done in order to deliver a truly sustainable growth.

G V Sanjay Reddy
Managing Director



Message from the Chief Executive Officer



Over the years, Chhatrapati Shivaji Maharaj International Airport (CSMIA) has become one of the world's busiest airports located in the financial capital of India, setting new air traffic records again despite the multiple challenges it has faced. In the last two years, we have added 11 routes and catered to 94.76 million passengers. We are embedding innovative technologies across the airport to deliver an unparalleled passenger experience and provide customer delight through a digital transformation of our airport operations.

Our initiatives reflect our efforts to improve transparency and accountability throughout our operations, as well as our continued commitment to the empowerment of our workforce, improving health and safety in airport operations and contributing to the socio-economic development of the region.

In order to reach new heights and engender synergies among our stakeholders, we foster a multi-stakeholder approach. Our stakeholders play a crucial role in the progress of CSMIA.

The airport has been consistent in its efforts towards airport sustainability and environmental compliance.

We have been working diligently to advance sustainability at our airport and in the surrounding communities. We are investing in innovation to drive environmental stewardship while at the same time determined to meet its goals of improving air quality, building healthy communities and contributing to the vitality and longevity of the region's economy by encouraging tourism. In December 2018, CSMIA created a record for handling 1004 flights from a single-runway in a 24-hour timeframe which blaze a trail about our high operational efficiency and performance driven vision. We have received several accolades for Air Traffic Management productivity over the years. We have also featured in the world best airports list in 2019.

We are proud to highlight that we have received ACI Green Airport Recognition award in GOLD category towards best environmental practices and creation of green airport infrastructure. Being one of the most appreciated and awarded airport for our environmental and social commitments, we are thrilled to share that CSMIA bagged the 'Outstanding Contribution to Supply Chain Management – Air Cargo' award at the 5th India Logistics and Supply Chain Awards. We are also a proud recipient of ACA Level 3+ Carbon Neutrality accreditation which is the highest level under the program. The airport emphasises on the need to reduce, reuse and recycle which has led CSMIA to 100% single-use, plastic-free in 2019. We have adopted Triple Bottom Line principles in our practices.



With innovation at heart and sustainability as one of the core principles, we have been putting the best foot forward in business operations.

CSMIA enhanced its preparedness from the beginning of COVID-19 i.e. from January 2020. This has helped us to implement measures like thermal screening, distribution of protective gears to our staff and passengers and ensure its usage when statutory

authorities issued directives. We facilitated supply of essential goods and continued serving our people thereby fighting against all odds. Prioritising health and safety concerns of all stakeholders has been the way forward for us at MIAL.

We are focused on long-term value creation for our stakeholders through our endeavours and aim to grow collectively for a better and balanced future.

Sustainability is about continuity and how we progressively improve our operations and strengthen our resilience in response to the challenges around us. We are confident that CSMIA is well placed to continue to thrive for many years to come.

R K Jain
Chief Executive Officer



Foreword

The aviation industry is in the midst of a significant transformation driven by innovation and efficient operations. We are committed to deliver best in class services for the passenger experience and airside efficiency. Despite the ever-increasing passenger numbers, we are constantly upgrading our airport to redefine people's expectations for smooth and personalised journey. We have conducted training programs for our airside team in partnership with our safety team. We believe in strengthening our existing workforce through trainings and programs.

We have been consistent in providing quality services to our passengers. We have continued to show our excellence as CSMIA achieved Level 1 of ACI Airport Customer Experience Accreditation 2019.

We bagged the Procurement Excellence Award in the Sectoral Procurement Excellence – Airport category. We have been at the forefront for providing new digital solutions in air cargo supply chain. We were bestowed with National Tourism Award for 'Best Airport in India' by the Ministry of Tourism, Government of India. We also received the 'Best Garden Award' for landscaping in and around T2 at the MCGM and Tree Authority Flower Show 2019. We were recognised with AIA Awards under the Architecture category in January 2020.

Even as the COVID-19 pandemic has a knock-on effect on the aviation ecosystem, we are taking action to ensure safety round the clock and continue to serve our passengers with new hygiene measures during the unprecedented times. Even as countries had shut the international borders, we continued to deliver essential services and pharmaceutical supplies to areas of need. Resumption of domestic operations occurred for meeting needs of emergency supplies. We have undertaken all measures issued by central and state government. We have integrated guidelines for ensuring health and safety for our workforce and passengers. MIAL has geared up during lockdown for safe passenger travel with safety precautions enabled at the airport, we continue to maintain social distancing through distinctive floor markings at both the terminals, maintaining 6 feet distance between each passenger. In order to ensure health, safety and well-being of our stakeholders; we are

performing thermal screening. For international as well as domestic travels, passengers are following strict measures of social distancing, sanitisation at all points, separate PPE waste disposal bins, baggage sanitisation during boarding and de-boarding the flight.

Inevitably, there are varied stages of measures taken at the airport so that the means through which COVID spreads can be minimised. There are self-health checks, sanitizer kits available all around the airport to contain the spread. All passengers are advised to web check-in to reduce the touch. The special markings are spread across the entry gates, self-check-in kiosks, check-in counters, security checkpoints, food courts, lounge area, seating arrangements at the food court as well as in the terminal building and the boarding area.

MIAL's success is the result of the hard work of our employees, and the support of local agencies, organisations, and business partners. We are thankful for their ongoing dedication to MIAL's sustainability goals and their enthusiasm as we set more and more ambitious targets in 2020. We will continue to set the bar for sustainability and expand our role in all that we do. We continue to embark on this exceptional journey and operate in a socially responsible way.



Sustainability Highlights

1,004 

Aircraft movements in a day - highest for any single runway airport in the world on December 8, 2018

15% 

YoY increase in cargo throughput

1,08,644 

Man-hours of training imparted to employees in the reporting period



9% CO₂ 

Reduction in other indirect GHG emissions (Scope 3)

88.24% 

Procurement from Maharashtra

100% 

Single Use Plastic free





5.00

ASQ score in 2019
as compared to
4.99 in 2018

10% CO₂ 

Reduction in Scope 1
and Scope 2 Emissions

ACA Level 3+ 

Carbon Neutral Airport



>8.80 Million 
INR

Spent on CSR
initiatives during
the reporting
period



44% 

Total solar power
generation
increased



75% 

New employees
hired locally



Sustainability Targets and Performance

Field	Performance Area	Activity	Target	Status
Economic performance	Increasing capacity of the airport to 52 million passengers per year	Upgrading the runway capacity	48 aircraft movements per hour	
		Capital projects such as taxiway extensions, remote parking bay, cargo terminal improvement, passenger terminal improvements, parking improvement and apron expansion	Enhancement in the airside efficiency	
	Support Projects for Airport Expansion	Common user fuel farm	Improvement in the Aviation Turbine Fuel supply services	
		Meteorological farm	Installation of advanced Weather Monitoring System	
Service Quality	Communication	Communicating performance to stakeholders	Publication of sustainability report Environmental parameters reporting to regulatory authorities	
	Customer Experience	Easy booking for food and beverage on website	Minimum instances of customer grievances	
		Measures for COVID pandemic		
	Sourcing renewable energy	Installation of solar panels at terminals	Installation of solar panels at rooftops 1.3 MWp capacity for the reporting period	
			Total Installed solar capacity 4.6 MWp	
			Sourcing of green solar energy from off-site solar renewable generator	
	Safety	Lost man-days	Zero-man days lost due to safety related incidences	
Security	Incident free airport	Zero incidences related to security Provision of facilities to women who work late hours should reach home safely		



Planned



In progress



Completed



Continuous

Field	Performance Area	Activity	Target	Status
Service Quality	Transfer process	Connecting time	Domestic / International: 60 min International / International: 45 min	→
		Handling of complaints	100% complaints to be responded within 2 working days	→
		Response to phone calls	5% calls to be answered within 20 seconds	→
		Availability of flight Information	98% availability	→
		Automated services	98% availability	→
		Lifts, escalators etc	98% availability	→
		Repair connection time	95% of high priority complaints within 4 hours 95% of other complaints within 24 hours	→
		Baggage trolleys	100% availability	→
		Cleanliness	Achieve a satisfactory cleanliness rating for 95% of all inspections	→
		Availability of wheel chairs	100% availability within 5 minutes	→
	Terminal services	Assistance for the Disabled	100% availability within 5 minutes	→
	Check in	Maximum queuing time	05 minutes for business class 20 minutes for economy class	→
	Security check	Waiting time in queue	95% of passengers wait less than 10 minutes	→
	CIQ	Checking time in queue	95% of passengers wait less than 10 minutes	→
	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	→

 Planned

 In progress

 Completed

 Continuous

Field	Performance Area	Activity	Target	Status
Service Quality	Passenger arrival process (International)	Time taken from aircraft arrival to kerbside	95% of passengers take less than 45 min	➔
	Passenger boarding bridges	% passengers served by boarding bridges	90% of annual passengers	➔
	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	➔
	Car parking	Average time taken to find parking space	95% of drivers take less than 5 minutes	➔
		Average time to depart the airport from parking facility	95% of drivers take less than 5 minutes	➔
	Taxis	Maximum waiting time	95% of drivers wait less than 3 minutes	➔
	Gate lounges	Seating availability	Seats for 80% population/ passengers	➔
	Cargo services	Average dwell time	For imports, maximum processing time of within 24 hours For exports, maximum processing time of within 24 hours	➔
Social Performance	Social Development	Education for underprivileged children	Education for underprivileged children	
		Education & sanitation facilities to under privileged children	Provision of E-learning in municipal schools Toilet Construction program for girls	
		Helping differently Abled	Education and vocational training for specially abled students	
	Preventive health care	Leprosy Control Program Treatment of haemophilic patients OPD program for migrants		

Planned
 In progress
 Completed
 Continuous

Field	Performance Area	Activity	Target	Status
Social Performance	Social Development	Protecting art and culture	Beautification and up-gradation of Shri Balasaheb Thackeray Sangrahalay, Nasik	
		Protecting flora and fauna	Afforestation project with 90% survival rate	
			Rainwater harvesting structure in a Zilla Parishad school	
		Women Empowerment	Computer Lab initiative for girls	
Environmental Performance	Environment Improvement Initiatives	Waste Management	Segregation and recycling of non-hazardous waste and treatment of organic waste at OWC facility, Availability of e-waste bins at terminals	
			SRA disposal mechanism	
			Common hazardous waste storage facility	
			Single use Plastic free airport	
		Noise monitoring System	Continuous aircraft noise monitoring system	
		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.	
			Weather Monitoring System	
		GHG Emissions Management	Achievement of Airport Carbon Accreditation level 3+ (Carbon Neutrality) ISO 14064-1: 2006 Certification for GHG Emissions and Removals	
		Energy Conservation	Reduction of overall energy consumption by 2%	
		Water Conservation	Reduction of overall water consumption by 2%	

Planned

In progress

Completed

Continuous

About the Report

We, at Mumbai International Airport Limited (MIAL), are committed to incorporate sustainability in every step of our business operation and decisions. Our efforts are designed to consecrate our focus on sustainability across our business operations and decisions. Thus, to showcase our efforts to consistently outperform and set global benchmarks in our ongoing and future sustainability ventures we present to you our fifth sustainability report covering reporting period FY 2018-19 and FY 2019-20. The report encapsulates our endeavour of achieving our long-term sustainability targets.

We have been communicating our progress in sustainability on a bi-annual basis since 2012. We have been part of many firsts in our reporting journey. From being the first Indian airport to receive an 'A' rating for our sustainability report from GRI in 2012, to the first airport in Asia Pacific to have published their sustainability report as per GRI standards in accordance-Comprehensive option as maintained by the GRI database, we have come a long way. We continuously attempt to augment transparency in communication and provide stakeholders with information on our performance, and how various aspects of our business operations are mitigating risks while leveraging opportunities in a sustainable manner.

We are built on the foundation of innovation, equipped with sustainability as one of our core principals. We are paving our way for balancing our rapid growth and development for our commitment towards environment and social excellence.

This report also presents our key focuses in achieving the United Nations Sustainable Development Goals and aligning our performance to GRI standards in accordance- Comprehensive option and the principles of National Voluntary Guidelines (NVG) on Social, Environmental and Economic Responsibilities of Business.

We believe in creating value for all our stakeholders and are continuously improving our stakeholder engagements for enhancing inclusivity and effectivity in our stakeholder communication. The voices of our stakeholder are reflected through our governance, strategy, decision making and overall performance. Few of the activities on COVID-19 are outside the duration of reporting period. We intend to disclose all relevant information to our stakeholders. For this report, we do not have any restatement from the previous reports. We would be pleased to hear your feedback and concerns/suggestions on the sustainability report. We thank you for your valuable time and interest.



Report Profile

Reporting Period

FY 2018-19 (01-Apr-2018 to 31-Mar-2019); and FY 2019-20 (01-Apr-2019 to 31-Mar-2020)

Reporting Cycle

Fifth Biennial Sustainability Report

Date of most Recent report

December 14, 2018

Report Criteria

- In accordance with Global Reporting Initiative (GRI) Standards: Comprehensive option
- Airport Operators Sector Supplement (AOSS)
- National Voluntary Guidelines on Social, Environmental and Economic responsibilities of Business (NVGs)

Reporting Scope and Boundary

The report delineates approach, performance and achievements on triple bottom lines of sustainability – Social, Environment and Economic. The report also covers significant activities pertaining to operations at Chhatrapati Shivaji Maharaj International Airport (CSMIA), Mumbai. There are no changes in the reporting scope and boundary compared to the previous report. The report captures information on COVID-19 activities that took place beyond the reporting period.

Assurance

This Sustainability Report has been assured by an external agency - Bureau Veritas (India) Private Limited. The assurance is provided based on AA1000AS (2008) standard - Type 2 Moderate level.

Report Content

The GRI principles for defining report content – stakeholder inclusiveness, sustainability context, materiality, completeness, and the principles for defining report quality - balance, comparability, accuracy, timeliness, clarity and reliability - have been applied while developing this report

Contact

- Environment and Sustainability Department
- Email: ces.mial@gvk.com

Organisational Profile

Headquartered at Mumbai, Mumbai International Airport Limited, is a joint venture of Airports Authority of India (AAI) and privately-led business consortium. By granting the rights for operations, maintenance, design, development, management and redevelopment of the Chhatrapati Shivaji Maharaj International Airport (CSMIA), the privatization in Indian airports had seen a landmark change in May 2006. It is a Public Private Partnership for a term of 30 years from May 3, 2006 and extendable by another 30 years subject to the terms of Operations Management and Development of Agreements (OMDA) signed between AAI and MIAL.

Transformation has been the key in MIAL’s progress in developing CSMIA and now NMIA. In order to achieve a global standard, MIAL has partnered with well-known international experts for airport design and operations. Revamping CSMIA, to reflect the fast-paced growth of India’s financial capital, this one of a kind airports project has been consistent in providing and upgrading facilities to ensure customer delight and convenient transit for our passengers.



Our Vision

To be one of the world’s best airports that consistently delights customers and be the pride of Mumbai



Our Mission

In pursuit of excellence and ability to serve our customers better, we intend to own, develop and operate airports that:

- Conform to highest standards of safety and security
- Provide easy to use, efficient and high-quality facilities
- Exceed customer expectations
- Reflect the spirit of Mumbai and the culture and heritage of India
- Create value for stakeholders



CSMIA’s Identity

Revolutionising the design of the Indian airports, CSMIA is the first airport to receive a unique visual identity, with the launch of CSMIA’s new face. The new face depicts MIAL’s progress in modernising the airport. The logo is derived from the feather of a peacock and CSMIA is woven intricately in the logo, symbolising the attributes of **Pride In India, people of India and Global standards.**

MIAL’s 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.



We intend to create value by

- Passion for excellence: the best, always!
- Teamwork: One team, One dream
- Respect: Give to get respect
- Performance driven: Make it happen!
- Integrity: Integral to what we do.

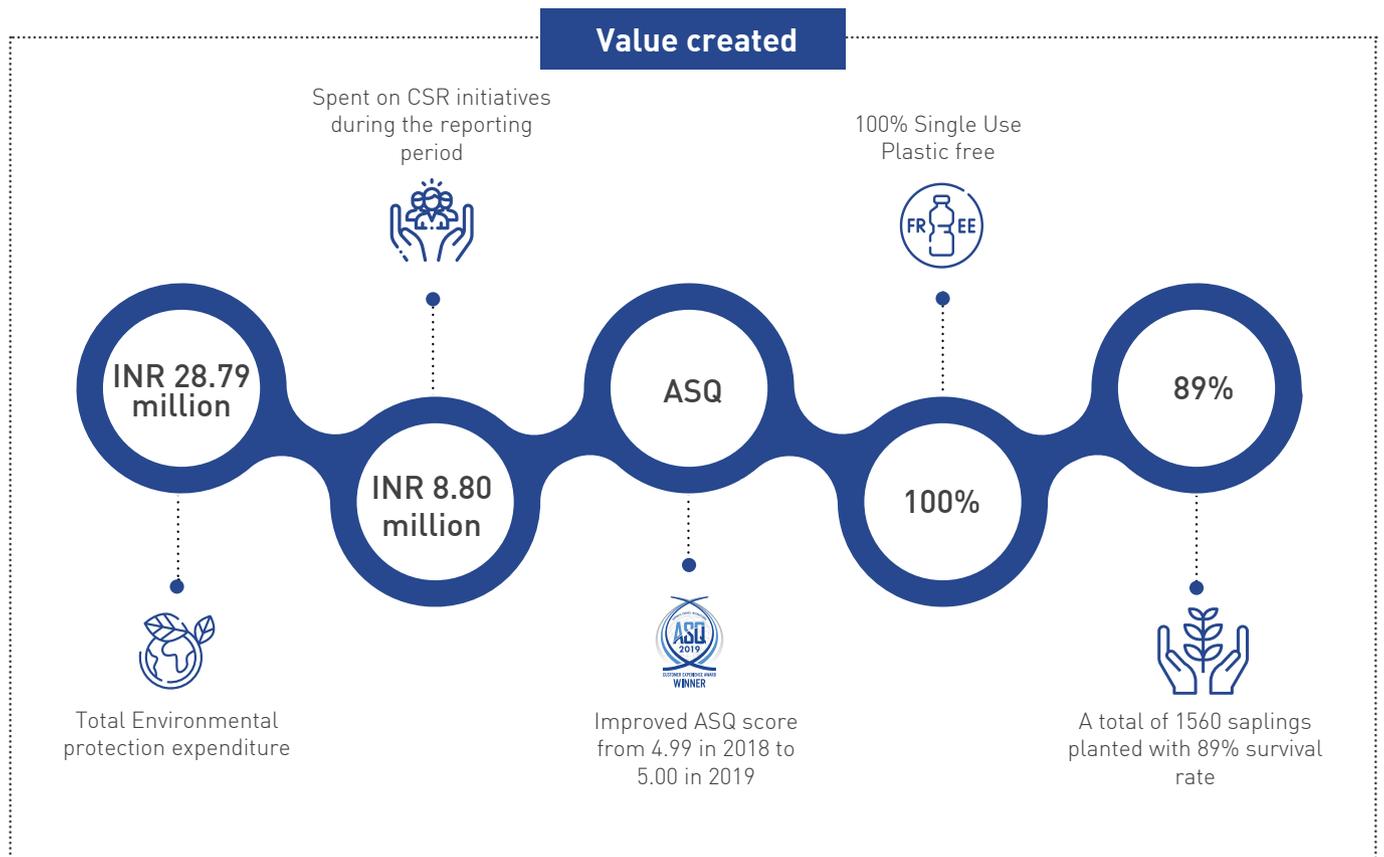
GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-16

Value Creation in MIAL

<p>01 Creating shared value</p>	<p>We consistently try to go beyond our stakeholder expectations, creating short term and long-term value for our stakeholders through a rigorous triage of stakeholder inclusivity, frequent engagements and prompt response to stakeholders.</p>
<p>02 Exploring multi disciplinary complexities</p>	<p>Creating a conducive work environment that fosters high performance, collaboration, equal opportunity, diversity, inclusion, freedom for association, zero tolerance towards discrimination/harrassment.</p>
<p>03 Best in class management systems</p>	<p>We try to bring in the best people and state of the art management systems to ensure efficiency and integrity. This also gives us room to innovate and raise the bar in terms of our performance.</p>

Value Creation Approach

Value Created



Stakeholder Engagement and Materiality Assessment

As we take strides towards realising our aspiration to redefine our operations and creating sustainable and shared value, our stakeholders are our pillars of strength. MIAL defines its stakeholders as those individuals and organisations that affect or are affected by the company's business. Engaging with our stakeholders serves as a medium to realise the key risks and opportunities in the current and future business landscape, thus aiding in long-term sustainability.

We focus on gathering frequent feedback and building relationships of trust by reflecting those collected inputs

in our operations. These feedbacks aid in addressing the grey areas by building on the perception of our internal and external stakeholders. A synergistic approach to our stakeholder engagement helps us to proactively identify and prioritise the material topics in the dynamic situation the airport operates in.

We regularly review the progress we have made and how these inputs have materialised into effective decision making. This year we have conducted our formal stakeholder engagement and their inputs have been formalised into material topics for the Sustainability Report for FY 2018-19 and FY 2019-20.



Stakeholder Engagement

Our key stakeholders are entities and individuals whose interests may be affected by or have significant influence on our business throughout the value chain. Regular interactions with our stakeholders and periodic review, enable us to understand the concerns that matters to them the most and address them. A list of our key stakeholders is given below.

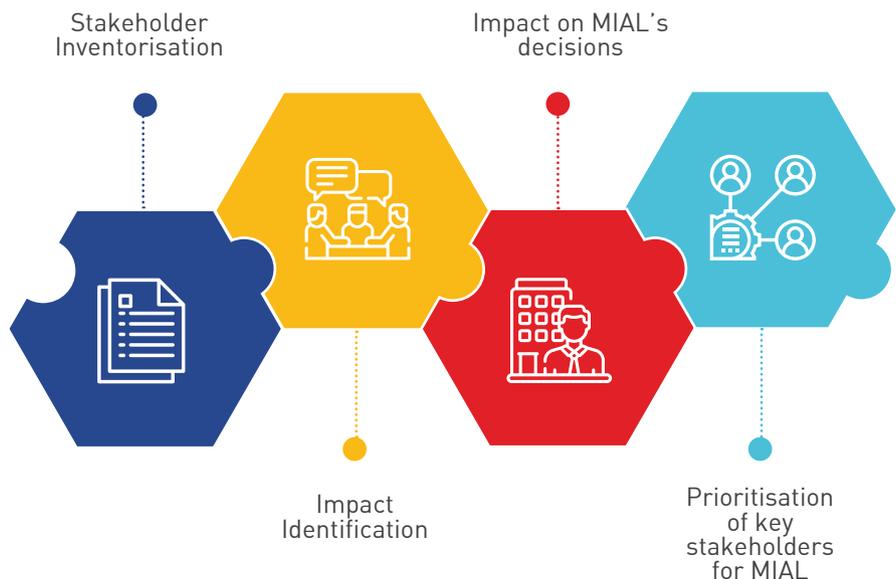


Prioritisation of stakeholders

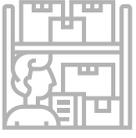
The stakeholder groups were prioritised based on their relevance to our business and their ability to influence the decisions of MIAL. Our list of stakeholders also constitutes the vast diversity connected to our business within and beyond the walls of our airport operations.

Engaging with our stakeholders is a continuous process in MIAL as is showcased in the Stakeholder Engagement framework. Their valuable feedback helps MIAL to arrive at areas of sustainability that MIAL needs to focus on.

Stakeholder Prioritisation Framework



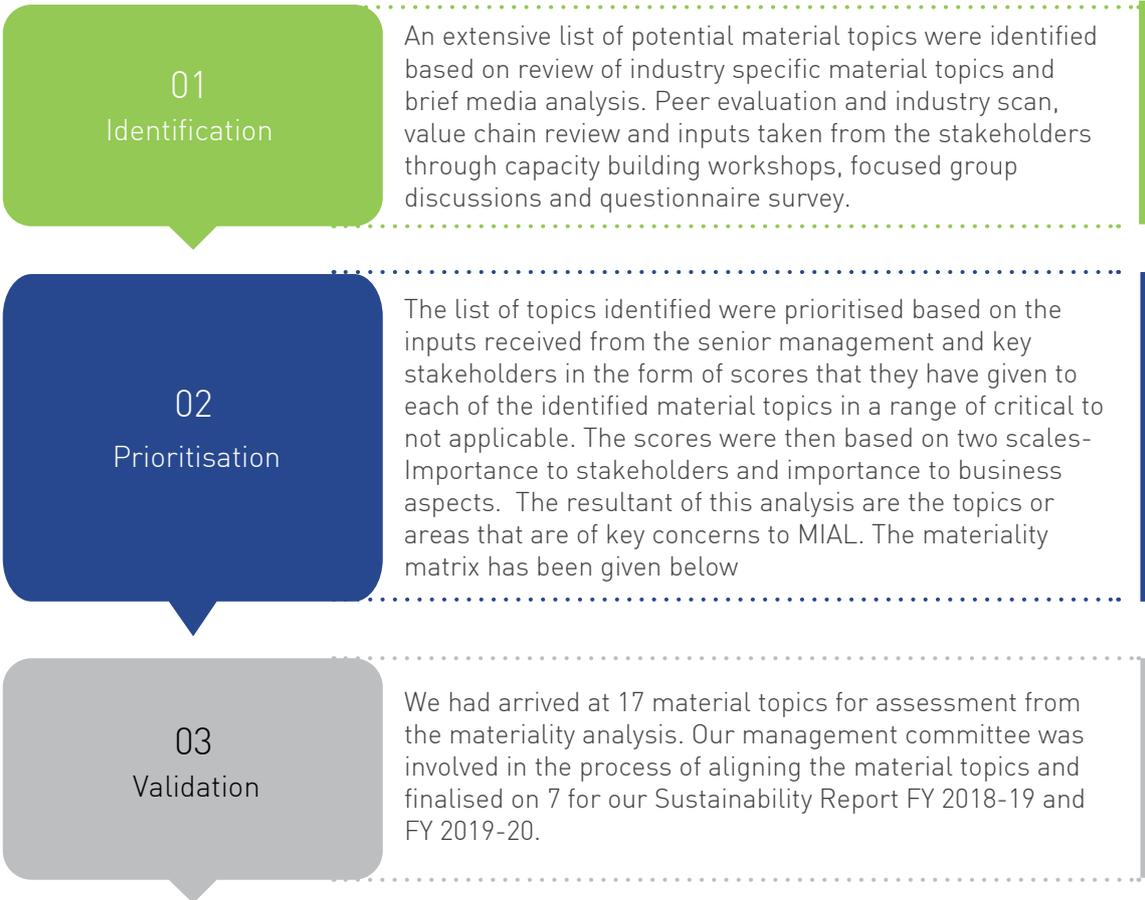
The summary of stakeholder engagement framework is given below:

Stakeholder Group	Mode of Engagement	Frequency	Key Interests	Feedback mechanism
 <p>Passengers</p>	<ul style="list-style-type: none"> Information Desk Customer Care Services Through App Cultural services Surveys conducted in the airport 	<ul style="list-style-type: none"> Continuous Weekly Monthly Quarterly Annually 	<ul style="list-style-type: none"> Passenger Experience Safety and Security Contactless check-ins Hygiene in services Staff behavior Facilities/Services management Customer Service Quality 	<ul style="list-style-type: none"> Drop-boxes Website Kiosk Surveys Feedback forms
 <p>Employees</p>	<ul style="list-style-type: none"> Performance review Appraisals Trainings and Awareness creation Departmental Meetings Emails 	<ul style="list-style-type: none"> Weekly Monthly Quarterly Annually 	<ul style="list-style-type: none"> Occupational Health and Safety Obsolete technologies Career Growth and Development Attrition Employee welfare Employee benefits Employee Satisfaction 	<ul style="list-style-type: none"> Performance review Surveys Customer Forums Feedback forms Suggestion box Corporate Communications Emails
 <p>Cargo and Logistics</p>	<ul style="list-style-type: none"> Meetings Events Internal Communications 	<ul style="list-style-type: none"> Weekly Monthly Need-based meeting 	<ul style="list-style-type: none"> Safety Obsolete Infrastructure Technology development Better cargo handling 	<ul style="list-style-type: none"> Committee Meetings Feedback forms
 <p>Vendors</p>	<ul style="list-style-type: none"> Emails Meetings Workshops Events 	<ul style="list-style-type: none"> Weekly Monthly Quarterly 	<ul style="list-style-type: none"> Quick approval mechanisms Vendor security 	<ul style="list-style-type: none"> Meetings Surveys Emails
 <p>Commercial Concessionaries</p>	<ul style="list-style-type: none"> Meetings Events Emails 	<ul style="list-style-type: none"> Weekly Monthly Need-based 	<ul style="list-style-type: none"> Waste Management Transparency and Accountability Rent revisions 	<ul style="list-style-type: none"> Floor visits Surveys Emails Meetings

Stakeholder Group	Mode of Engagement	Frequency	Key Interests	Feedback mechanism
 Ground Handlers	<ul style="list-style-type: none"> Events Emails Annual Assessments Ramp Safety meetings 	<ul style="list-style-type: none"> Weekly Monthly Quarterly Annually 	<ul style="list-style-type: none"> Safety Compliance to norms Hygiene at ramp 	<ul style="list-style-type: none"> Feedback forms Meetings Emails
 Airlines	<ul style="list-style-type: none"> Emails Monthly meetings Audits Awareness programs Security trainings 	<ul style="list-style-type: none"> Monthly Quarterly Need-based 	<ul style="list-style-type: none"> Airside Safety Emissions 	<ul style="list-style-type: none"> Emails Meetings
 Fuel Companies	<ul style="list-style-type: none"> Ramp Safety Meetings Emails 	<ul style="list-style-type: none"> Monthly Need-based 	<ul style="list-style-type: none"> Parking of refuellers 	<ul style="list-style-type: none"> Meetings Emails
 Airports Authorities of India	<ul style="list-style-type: none"> Security Committees meeting 	<ul style="list-style-type: none"> Need-based 	<ul style="list-style-type: none"> Airside safety Efficiency Space Constraints 	<ul style="list-style-type: none"> Emails Regulatory mails Meetings
 NGOs	<ul style="list-style-type: none"> Joint meetings Meetings and Workshops Community Events Emails 	<ul style="list-style-type: none"> Annual Need-based 	<ul style="list-style-type: none"> Collaborations and partnerships Networking Community Initiatives 	<ul style="list-style-type: none"> Emails Meetings Detailed Project Reports
 Transportation Providers	<ul style="list-style-type: none"> Meetings Emails 	<ul style="list-style-type: none"> Annual Biannual Need-based 	<ul style="list-style-type: none"> Infrastructure Development Accessibility Parking spaces Halt timing at airport premises 	<ul style="list-style-type: none"> Meetings Emails Feedback surveys
 Government and regulatory Authorities	<ul style="list-style-type: none"> Emails Events Meetings and Workshops 	<ul style="list-style-type: none"> Need-based 	<ul style="list-style-type: none"> Airport Planning and development Compliance to regulatory requirements Contribution to national and regional objectives 	<ul style="list-style-type: none"> Regulatory mails Meetings Emails

Materiality Analysis

We conduct the materiality assessment to decide on the most pressing issues/concerns that may affect the long-term sustainability of our organisation. The process of identifying the material topics is aligned to the Reporting Principle and guidance for defining content as per the requirements of GRI Standards. We carry out the materiality assessment bi-annually and the results of the current assessment have been used to define the contents of this report.



Materiality Matrix



To address the identified key challenges of accessibility and air traffic management, capacity constraint has been chosen as a material topic and would be used to define the content of the report along with the other material topics critical to the organisation. The table below lists the material topics and maps it against the chapters that elaborates on MIAL’s progress on the same.

Material Topics	Chapters in the report	Related GRI Disclosure	Stakeholders Impacted
Airport Safety and Security	Health and Safety	<ul style="list-style-type: none"> Customer Health and Safety Occupational Health and Safety Security Practice 	<ul style="list-style-type: none"> External Internal
Stakeholder Engagement	Stakeholder Engagement and Materiality Analysis	Stakeholder Engagement	<ul style="list-style-type: none"> External Internal
Customer Delight	Customer Delight	Management Approach	<ul style="list-style-type: none"> External
Energy	Environment Excellence	Energy	<ul style="list-style-type: none"> Internal
Capacity Constraints	Economic Performance Infrastructure Development	Indirect Economic Impacts	<ul style="list-style-type: none"> External Internal
Economic Performance	Economic Performance	Economic Performance	<ul style="list-style-type: none"> External Internal
Regulatory Compliance	Environment Excellence Community Development	<ul style="list-style-type: none"> Environmental Compliance Socio-economic compliance 	<ul style="list-style-type: none"> External Internal



Infrastructure and Operations

Infrastructure Development

Airlines, passengers and cargo need safe, functional and affordable airport infrastructure for airport operations to thrive. With respect to the growing air traffic, we need to continuously innovate our processes and design to cater to customers' expectations. CSMIA is well connected to different parts of the world and we continuously enhance our operations and cargo capacity to cater to ever-increasing demands in the aviation sector. During the FY 2018-19 and FY 2019-20, we have served 94 million plus passengers. Due to several fluctuations in air traffic as the pandemic impacted in January, there was gradual reduction in air traffic for FY 2019-20. One of the key factors to a seamless airport experience is a robust infrastructure that makes the journey of passengers fluid and safe. An airport is an outpost for country's hospitality and speak volumes about its culture. We have opened 8 new boarding gates at T1 for customer convenience. T2 has completed 6 years of operations and has proved to be quintessential for its engineering and innovation.

Sustainable and quality infrastructure plays a pivotal role for long-term investments in the aviation industry. Our management also considers infrastructure as one of the key factors for customer satisfaction. The upgraded CSMIA has proved exemplary and one of a kind for its quality infrastructure and design. With our operational efficiency, infrastructure quality and a vision to become one of the world's best airports; CSMIA has been consistently upgrading to an airport that captivates its guests by offering best in class comfort and convenience. We are awarded with the Outstanding Airport Project under the Infrastructure category at the 8th EPC World Awards, held in Delhi on February 2019. We have also bagged the American Institute of Architects Award 2020 under Architecture category. The Jaya He Museum at CSMIA is a key tourism attraction for its beautifully expressed traditional art forms. MIAL takes a comprehensive approach of sustainable infrastructure that incorporates dimensions that go beyond physical and technological aspects. These include characteristics such as: usefulness, viability, openness, efficiency, stability, financial sustainability including contingent liabilities, integrity, governance, transparency, resilience, ESG dimensions, and relation to the SDGs.

Navi Mumbai International Airport (NMIA)

Navi Mumbai International Airport is a greenfield project expected to be completed by 2030 in four phases. City and Industrial Development Corporation (CIDCO) is the nodal agency for the implementation of NMIA project. The ongoing airport project is located 35 km from Mumbai's existing CSMIA. The airport terminal building will be capable of handling ten million passengers in its first phase and sixty million by the completion of 4th phase.

Mumbai is the central hub for a multitude of industries, MNCs and various other sectors being the financial capital of India; despite which CSMIA is single-handedly catering to the needs of large segment of population. The geographic placement of NMIA has been decided strategically so that it would divert passenger traffic and ease traffic congestion at CSMIA as it holds limited scope for expansion. It would also accommodate the growing population, business and commercial activities of Mumbai Metropolitan Region (MMR). The new airport will be provisioned with artificial intelligence for its operations as well as modern services and facilities for domestic and international passengers, as well as the capacity to transport cargo. Other facilities at the airport will include cargo terminal buildings, two parallel runways for independent operations, taxiways, an apron area, cargo complex, aircraft maintenance site and long-term aircraft parking, as well as additional infrastructural facilities such as car parking, a power supply system and water treatment plant.

The project will foster the economy in the region along with industrial development and create direct and indirect job opportunities. NMIA shall set new records for its operations and excellent passenger experience post its completion.

Initiatives taken towards enhancement of Airport operations

Runway Carpeting

MIAL executed major rehabilitation works (Re-carpeting) for its life-line of Main RWY 09/27, including connecting taxiways within the work limits of runway. The major up-gradation of Airside with Flexible and Rigid Pavement along with the AGL system were executed in the year 2010-11 for the RWY 09/27 along with the connecting taxiways. It's almost 9 years since the Up-gradation work done in two phases and now it is due for Major Rehabilitation (Re-carpeting work for the Main RWY).

The Re-carpeting work is planned in 3 major phases to minimise the Operational inconveniences. Two phases of the up-gradation have been completed in the reporting period and 3rd phase is planned for the next year.



Common Use Self Service (CUSS) Kiosks

We have installed Common Use Self Service (CUSS) Kiosks for passengers of T1 and T2 to remotely check-in without any human interactions. We have further extended the check-in facility to luxurious hotel chains with extension of the system to five more hotels. With this facility, the passengers can not only print their boarding passes, but also tag the baggage for their check-in luggage from CUSS Kiosks and move directly to the security queue at the terminals by accessing the electronic check-in facility before leaving the hotel lobby. The passengers who have already checked-in via internet (web check-in) will be able to tag their baggage and drop it in the units before boarding the flight. Majority of the airlines operating out of T1 and T2 are now on CUSS facility, making them the only terminals in the country to have a fully automated check-in system.



Introduction of e-boarding pass for domestic passengers

CSMIA has been one of the few airports in the country to have eliminated boarding pass stamping for all domestic airlines. This is part of the 'Digi Yatra' proposed by the Ministry of Civil Aviation and the Bureau of Civil Aviation Security. Passengers travelling within the country from the airport can now authenticate their boarding pass at the pre-embarkation security checkpoint. They can scan the boarding pass barcode or QR code on the mobile phones at the e-gates reader, using the live passenger dataset.



Surface Awareness and Guidance at Airport (SAGA)

Surface Awareness and Guidance at Airport (SAGA) is an airport surface and terminal area surveillance system for real-time monitoring of aircrafts and vehicles in the operational area and for ensuring smooth take-offs and landings. The system is a computer application tailor made for CSMIA by a specialised agency. It is now being used by officials at the joint control center at the airport and works independently alongside the surface movement radars used by the Air Traffic Controllers (ATC) to ensure efficient movement on the ground. It also assists in identifying the reason for the flight delays and enables taking necessary action. The operation further enhances safety through real-time monitoring of aircraft and vehicle movements in the operational areas.



CSMIA by numbers

Domestic

Ahmedabad | Allahabad | Amritsar | Aurangabad | Bagdogra | Belgaum | Bengaluru | Bhavnagar | Bhopal | Bhubaneswar | Bhuj | Calicut | Chandigarh | Chennai | Coimbatore | Dehradun | Delhi | Diu | Durgapur | Goa | Gorakhpur | Guwahati | Hubli | Hyderabad | Indore | Jabalpur | Jaipur | Jaisalmer | Jalgaon | Jammu | Jamnagar | Jodhpur | Kandla | Kannur | Kanpur | Kochi | Kolhapur | Kolkata | Leh | Lucknow | Madurai | Mangalore | Nagpur | Nanded | Patna | Porbandar | Port Blair | Pune | Raipur | Rajkot | Ranchi | Shirdi | Srinagar | Surat | Tirupati | Trichy | Trivandrum | Udaipur | Vadodara | Varanasi | Vijayawada | Vizag

International

Abu Dhabi | Addis Ababa | Amsterdam | Bahrain | Beijing | Cairo | Colombo | Dammam | Dar es Salaam | Dhaka | Doha | Dubai | Frankfurt | Guangzhou | Hong Kong | Istanbul | Jeddah | Kathmandu | Kigali | Kuala Lumpur | Kuwait | London-Heathrow | London-Stansted | Male | Mauritius | Munich | Muscat | Nairobi | Najaf | Newark | Paris | Paro | Phuket | Riyadh | Sanaa | Seychelles | Sharjah | Singapore | Tashkent | Tehran | Tel Aviv | Tokyo-Narita | Zurich



Table 1. Number of Passengers (in million)

Passengers	FY 2017-18		FY 2018-19		FY 2019-20	
	Domestic	International	Domestic	International	Domestic	International
Arriving	17.38	6.83	16.91	7.23	16.63	6.04
Departing	17.46	6.83	17.17	7.50	16.92	6.31
Total Passengers	34.84	13.66	34.09	14.74	33.56	12.35

Table 2. Number of Passengers by Use of Airport

	FY 2017-18	FY 2018-19	FY 2019-20
Origin and Destination	37,796,430	48,711,229	45,814,294
Transit	10,700,000	123,769	106,565
Total	48,496,430	48,834,998	45,920,859

Table 3. Cargo Movements in the Airport (MT)

	FY 2017-18	FY 2018-19			FY 2019-20		
	Total	Cargo by all-cargo flights	Cargo by passenger flights (belly cargo)	Total	Cargo by all-cargo flights	Cargo by passenger flights (belly cargo)	Total
International	647,965	209,768	467,204	676,972	240,632	340,643	581,275
Domestic	258,356	48,141	238,347	286,488	53,568	228,937	282,505

Table 4. Number of Aircrafts

Total Aircrafts	FY 2017-18	FY 2018-19	FY 2019-20
Passenger	313,036	321,263	304,675
General Aviation	11,066	11,269	10,341

Table 5. Connecting Time

Connecting Time	Route
30 mins	Domestic T1-T2 to Domestic T1-T2
90 mins	Domestic T2 to International T2
150 mins	Domestic T1 to International T2
60 mins	International T2 to International T2
120 mins	International T2 to Domestic T2
180 mins	International T2 to Domestic T1

Table 6. Domestic Connectivity

Numbers	Domestic Connectivity
10	Passenger Airlines
01	Freighter Airlines
62	Domestic destinations

Table 7. International Connectivity

Numbers	International Connectivity
44	Passenger Airlines
04	Freighter Airlines
44	International destinations

Table 8. Runway Length

Runway length		
Primary	Runway 09	3,188 m
	Runway 27	3,448 m
Secondary	Runway 14	2,871 m
	Runway 32	2,871 m

Financial Capital





Corporate Governance

We, at MIAL, believe in the power of teamwork and collaboration. We have a robust Corporate Governance mechanism with roles established at the Board and management-level committees. The Board of Directors, being the highest governing body, are responsible for ensuring transparency and independence in decision-making process. Promoting an ethical and responsible culture impacts all our aspects, from strategic decision-making to risk management and compliance. A clear and comprehensive good governance is vital for efficiency and long-term sustainable growth – not just within our organisation but in the wider economies and communities that we are a part of. Our long-term goal of setting standards are focussed on sustainability which underpins our accountability, integrity in our business operations and minimises uncertainty within our operations.

Our corporate governance is a reflection of our strong core values. Through effective corporate governance, the Board seeks to embed and sustain a culture that will enable us to fulfil our purpose and achieve long-term strategic objectives, by building durable partnerships and upholding our core values of safety, excellence, teamwork, respect, value creation and

integrity. Our Organisation is dedicated towards following best practices built through fairness, transparency and accountability in building confidence of various stakeholders, thereby paving the way for our long-lasting success.

Organisation Structure

The philosophy of passion for excellence, customer eccentricity and integrity is reflected in all our services and operations to good Corporate Governance. We aim to promote consistency and improve efficiency in our business operations through our performance driven attitude. The Board comprises of Directors with diverse experiences, qualifications, positive attributes, skill sets and are aligned with our overall strategy, including corporate ethics, values and culture. They are also responsible for updating the organisation’s purpose, strategies, policies and goals relating to economic, environmental and social topics. The Board has responsibility for the leadership, control and performance. Our organisation’s structure is meticulously designed to be of an appropriate size, composition, positive attributes, skillset and commitment to enable effective discharge of duties.



The Organisation Structure



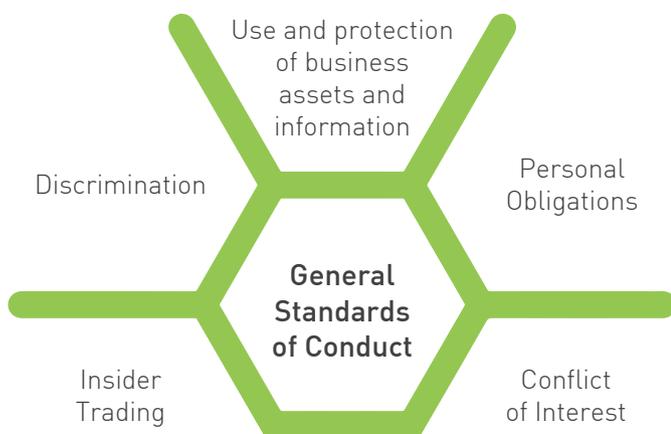
Board of Directors

Keeping in view our Corporate Governance guidelines as well as the Memorandum of Association and Articles of Association, the governance and management is supervised by our Board of Directors. The Board comprises of twelve members and is chaired by the Executive Chairman. The Board includes the Managing Director (MD), eight directors and three independent Directors for FY 2018-19 as well as FY 2019-20. To promote composition of diversity and perspective, woman director was part of the Board till March 31, 2020. There have been no under-represented social groups in the organisation. The Board is appointed by shareholders as per the Articles of Association. AAI and privately-led business Consortium are entitled to nominate a Director to fill any vacancy caused by retirement or rotation of a director nominated by them, respectively. Our

Board holds meetings as and when required, with a minimum of one meeting every quarter, to review and approve inter alia, business plans, budgets, capital expenditures, progress on implementation of the master plan and other matters requiring approval of the Board or its attention. The highest governing body is nominated independently and also review and approve the sustainability report. Board resolutions are passed as per the provisions of the Companies Act and Articles of Association of the Company. For 'Reserved Matters' (as provided in the Articles of Association), an affirmative vote of the AAI nominated Directors and privately-led business consortium nominated directors is taken. The tenure of non-executive directors is subject to retirement by rotation and executive directors is as per term fixed by the shareholders at the General Meeting of the Company.

Code of Conduct

We believe that ethical work is truly successful work. Our goal is to operate ethically, legally, sustainably, with integrity, and in compliance with the law. We have a corporation wide Code of Conduct (CoC), which is a steering document applicable to all our employees on the principles, values and norms of behaviour expected at MIAL. Ethics and integrity form an integral part of the Code. Adherence to the Code is non-negotiable and encompasses the following areas: general standards of conduct, personal obligations, non-discrimination, conflict of interest, prevention of insider trading, use and protection of business assets and information, corporate citizenship and prevention of sexual harassment.



Additionally, the following strengthens our commitment to the highest standards of responsible business across our supply chain:

Human Rights

We place great emphasis on the protection of human rights as we believe that all people, irrespective of country, culture and context, are born free and equal in dignity and rights. It means ensuring that the environment we plan have the ability to create a foundation for equal conditions of safety and peace of mind. During the reporting period, no complaints with regards to discrimination were received.

Anti-Sexual Harassment Policy

To foster a positive workplace environment that is free from harassment of any nature, we have institutionalised a policy on the prevention, prohibition

and redressal of sexual harassment at the workplace. We follow a gender-neutral approach in handling complaints of sexual harassment. This policy applies to all our permanent, temporary and contractual employees, including those of service providers. We have set up a five-member Internal Complaints Committee, which includes three women.

Grievance Handling Mechanism

To create an empowered work environment and eliminate imbalances in the society, policies for grievance redressal are in place. We have a dedicated Employee Relations (ER) team that handles grievances of contract labour on the floor. The ER team proactively addresses the grievances arising out of non-compliance of contract agreement with vendors. Our ethical standard processes hold severe consequences for the culprits on such incidents. For employees and investors, no complaints were received in writing during the reporting period.

	Grievances Filed	Grievances Addressed	Grievances Resolved
FY 2018-19	80	80	80
FY 2019-20	63	63	63

Sustainability Structure

Keeping the sustainability agenda in an inclusive and integrated manner, our formal set of guidelines – the Sustainability Management Framework - lays down a strong foundation for our current and future roadmap to achieve our sustainability objectives in a holistic manner. The sustainability strategy requires us to follow principal-based approach with alignment of triple bottom line objectives. As CSR is a part of our DNA, we have instituted a CSR Committee chaired by an Independent Director for the implementation and monitoring of our sustainability objective and CSR policy. As strong social commitment is a natural element of our policies, the committee also drives the initiatives to be undertaken by the Company and the expenditure for CSR activities. We regularly engage with our stakeholders to understand their perception on the economic, environmental and social aspects related to our businesses. We incubate ideas that foster sustainable practices and create value for our organisation.



1 Identifying opportunities by analysing the performance against stakeholders and business expectations

2 Setting short-term and long-term goals based on opportunities identified, and creating roadmaps for meeting sustainability goals.

3 Designing improved programs, setting new targets and communicating performance to stakeholders.

4 Reviewing performance against targets, and identifying causes for satisfactory performances.

organisation. The remuneration is based on the role of the employee and his/ her total years of work experience. For employees, every year, general and specific recommendations with respect to Compensation Revision is provided by the stakeholders namely the employees and the departmental heads. The Nomination and Remuneration Committee identifies and recommends to the Board individuals from the company qualified to become a Director or part of the Senior Management. It is also responsible for evaluating the performance of every Director and recommending the remuneration for the Directors. The designation for highest paid individual cannot be disclosed under the exclusion principle.

The ratio of remuneration of the highest paid employee to the median remuneration for the FY 2018-19 was 135.73:1 and FY 2019-20 was 152.11:1. Additionally, the ratio of the annual increase (percentage) in total compensation of the highest paid employee to the median annual increase (percentage) in total compensation of all employees (excluding the highest paid employee) was 1:1.86 in FY 2018-19 and 2.25:1 in FY 2019-20. We also maintain gender equality in remuneration and the ratio of total remuneration of women to men is 1:1. The remuneration and performance assessment of the Board members is carried out as per policy for appointment and remuneration of directors. This includes criteria for qualification, positive attributes, independence of Directors and other matters including sustainability. The policy also provides details of performance assessment and remuneration of Directors based on various criteria including parameters related to environmental and social aspects. Complete details of nomination, remuneration, and performance assessment of Board members and senior executives are provided in our Annual Report.

Remuneration

We foster a culture and working environment where both people and performances matter. This includes taking a strong stance regarding gender equality, inclusion and diversity, training and development, employee engagement and caring for the health and safety of employees. The recommendations made by the Nomination and Remuneration Committee are taken into consideration while deciding the remuneration of the Board members. No external consultants are involved in determining remuneration of the Board. Our remuneration policy drives its inclusive meritocratic culture, and remarkably contributes to our growth and development of our

Conflict of Interest

We have developed mechanisms that ensure plurality of views, consensus and resolution of conflicts that threaten the quality of decision making. The principals of good governance are guided by the integrity, transparency and ethics of the Board of Directors. A balanced participation of the controlling stakeholders is practiced. The purpose of the CoC, elaborated for the Directors ensure ethical conduct, neutralise conflicts amongst stakeholders, and act in a socially responsible way along with making unbiased decisions taken in the best interest of the organisation. All Directors are required to follow

transparency standards and disclose their interest annually, specifically on any matter placed before the Board and disclose the matter to its stakeholders. The interested Directors do not participate in the discussion and voting on such matters. The clear structures in place are evident to ensure the proper and right decision to be taken in the interests of our organisation, notwithstanding any conflicts of interest. Any incident of conflict of interest is brought to the notice of management, as per the provisions of Code of Conduct. During the period under review, we did not enter into any material transactions with any of our Related parties. None of the transactions with any of the Related parties was in conflict with the Company's interest.

Risk Management and Business Continuity

To respond to changes in our business environment, we have a well-structured risk management policy and philosophy that carries out our business objectives by stipulating the minimum standards for the identification, assessment and management of our potential business risks in an efficient and cost-effective manner. It also ensures the effective monitoring and accurate reporting of internal and external risks to the key stakeholders. The policies framed acts as countermeasures to effective risk management.

Enterprise Risk Management Framework

Risks are inherent in our business activities and can relate to strategic goals, business performance, compliance with laws and regulations, and those critical to environmental, social and governance (ESG) priorities. The Enterprise Risk Management (ERM) framework integrates appropriate application of policies, procedures and checks to identify potential risks and reduce their impact on MIAL. Our Board of Directors provides oversight of senior leadership's management and effectiveness of the various risks the Company faces. Key risks and critical concerns along with the mitigating controls are presented to the Audit Committee and Board of Directors on an annual basis.

1 Risk Management

- Risks are identified and documented in the form of a Risk Register. The Risk Register incorporates the root causes, impact and mitigation strategies.
- The purpose of the Risk Register is to identify and record risks and related information in a structured manner.
- Reports drawn from the register are used to communicate the current status of all known risks and are vital for assessing management control, reporting and reviewing the risks faced by us.

2 Risk Assessment

- Risks are assessed and evaluated in terms of magnitude of impact and likelihood. It is essential that employees should consistently assess risks and evaluate the consequence and likelihood of risk events by quantifying them to determine potential severity and probability of occurrence. Each identified risk is assessed on two factors which determine the risk exposure:
 - Impact if the event occurs; and
 - Likelihood of event occurrence.
- It is necessary that risks are assessed after taking into account the existing controls, so as to ascertain the current level of risk. Based on the above assessments, each of the risks can be plotted on a Risk Assessment table and can be categorised as – Low, Medium and High.

3 Risk Monitoring & Review

- The purpose of monitoring and reviewing risks is to analyse and track events, changes in the business processes, operating and regulatory environment and future trends which affect identified risks.
- The impact of such events on treatment plans is assessed along with review of risks which have materialised, review of new emerging risks, detecting changes and assessing impact of changes to risk appetite, risk portfolio and risk treatment plans.
- This ensures that risk treatment mechanisms are effective in design and operation. Further interdependence and cumulative impact of risks are discussed with all concerned to decide what is expected from whom, and to provide protection against non-measurable and unknown risks.

Internal Risk Control Framework

Our internal control system includes the identification, monitoring and reporting of risk in business processes with respect to the operation size, compliance with the applicable laws and regulations, financial reporting etc. commensurate with the complexities of our operations.

Key Features

Appropriate documentation of policies, guidelines and approval procedures such as Standard Operating Procedures (SOPs) are in place for controlling important functions of the Company.

Monitoring of all laws regulations and statutory compliances are being conducted regularly. In case of any deviations or observations, the suggested corrective actions are reviewed by the Management and Audit Committee of the Board before implementation.

The Audit committee reviews the accounting and financial reporting process of the Company, the audit of the Company's financial statements, the appointment of the auditors of the Company and adequacy of internal controls, review and monitor the auditor's independence and performance and effectiveness of audit process.

The Audit Committee also overlooks the entire risk management process and risk profile of the organisation on a periodic basis and reviews the organisation's risk appetite to provide its inputs to the Management.

Additionally, we have established systems and procedures to identify and comply with statutory as well as non-statutory regulations by leveraging a web-based compliance manager system. Its database periodically identifies and maps legal, contractual and other requirements. We strictly adhere to our organisation's robust and stringent framework. During the reporting period, there have been no incidents of any non-compliance.

Business Continuity Planning

The likelihood of incidents that occur disrupt the continuity of businesses and operations at the airport. This creates significant risks and obliges airports to develop recovery strategies and plans. These incidents may be specific to airport and impact its operations. Planning enables our organisation to assure customers, stakeholders and regulators to maintain minimal service level and recover fully afterward. Weather-related events for instance seem to be increasing with disasters and disruptions occurring without a warning. It is essential that disaster recovery and business continuity planning are in place as an integral part of our risk management strategy. Business Continuity Management System (BCMS) is our roadmap to continue operations even during times of distress and disruptions caused by all types of incidents, crisis and emergencies. Business Continuity Plan (BCP) is applied in a holistic way across all our business and operational footprint with structured documentation, standard procedures and standardised operational conduct.

Every year Mumbai receives heavy downpour of rains during the monsoon season. This affects our airport operations and poses a threat to safety of our passengers and employees. Our disaster and emergency preparedness plan enable us to deal with such crisis situation. Our dedicated landside team monitors various aspects of our landside operations prior and during the monsoon to avoid any mishaps, facilitate smooth operations of the airport as well as optimally recover post disruption of system. We have designed Airport Emergency Response Plan (AERP) in accordance with Directorate General of Civil Aviation (DGCA), International Civil Aviation Organisation (ICAO), National Environmental Protection Act, USA (NEPA) and National Building Code (NBC) norms to combat any types of exigencies in the airport. The comprehensive BCMS ensures recovery of operations before there is material negative impact to the mission of our airport.

Vigil Mechanism

The establishment of proper Vigil Mechanism is necessary to report the incidents related to alleged corrupt practices. Our Vigil Mechanism Policy provides all employees and Directors with power to report genuine concerns, corruption practices and misdoings in a confidential manner, without the fear of victimisation or retaliation. The complaints may

be regarding operations, performance, value and the reputation of the Company which are addressed in a timely manner. As a process for reporting the complaint, a protected communication can be sent by email to the Chairperson of the Audit Committee to the following email id: **mial.vigilmecanism@gvk.com**. There were no concerns voiced in the reporting year, through this channel.

Public Policy and Advocacy

Good policies and regulations help catalyse social change and environmental protection by aligning benefits for different stakeholders. We think that industry's role must go beyond its own boundaries and should be one that seeks to vigorously promote

advocacy of sustainability challenges. Few of our industry associations are listed below

- 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 Organization (ICAO)
- Ministry of Civil Aviation (MOCA)



Awards and Recognitions

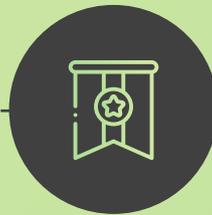


Asia Pacific's (APAC) 'Best Airport by Size and Region'

CSMIA has been awarded the Best Airport by size and region in the over 40 million passengers per annum category by the Airport Council International (ACI) World. The award is given to CSMIA in recognition for excellence in customer experience in the Asia Pacific region.

ACI Asia-Pacific Green Airports Recognition 2020

CSMIA received a Silver Award at the ACI Asia-Pacific Green Airports Recognition 2020, for the over 35 million passengers per annum category. It is the first Indian airport to implement waterless urinals that help in reducing water wastage and saving up to 1 lakh litres of water per day.



Second runners-up award in 'Breakthrough Level Kaizen' category at the 32nd Kaizen Conference Competition organised by CII TPM

MIAL bagged the prestigious 'Gold award at the ACI Asia-Pacific Green Airports Recognition 2019' for its green initiative in environment management of organic and food waste.

Received the Airport Carbon Accreditation (ACA) Level 3+ Neutrality for three years for environmental protection, energy management and reduction of carbon emissions in airport operations

Regional winner for Middle East, Africa and India under the category for 'Airport Food & Beverage Offer Best Reflecting Sense of Place' at the 7th Annual Food & Beverage (FAB) Conference and Awards

MIAL Cargo has received the Authorised Economic Operator (AEO) - LO operator certification from the Central Board of Indirect Taxes and Customs (CBIC), with a 10-year validity.

Procurement Excellence Award for MIAL at the 12th Express Logistics & Supply Chain Leadership Awards Conclave in the category "Sectoral Procurement Excellence - Airport".

MIAL Cargo Team has bagged the prestigious "Best Airport - eFreight Compliant and Service Quality" Award at the 'India Cargo Awards'

CSMIA bagged the runners-up award in the Favourite Airport Category at the 8th edition of Condé Nast Traveller Readers' Travel Awards.

CSMIA Lounge has been awarded as World's Best Business Class Lounge at the World Travel Awards



CSMIA handled a record 1,004 aircraft movements in a single day on a single runway

Jaya He Safari wins Golden Peacock Award under the Innovative Product/Service category on Leadership for Business Excellence & Innovation

MIAL received the 'Best Garden Award' for landscaping in and around T2

CSMIA T2 was conferred with the 'Outstanding Airport Project Award' at the 8th EPC World Awards under the infrastructure category

CSMIA featured in the list of world's best airports for business travellers

MIAL was awarded the Online Sustainability Award, 2019 for green building solutions under the 'Solid Waste Management' category.

Confederation of Indian Industries (CII) has awarded the 'Excellent Energy Efficient Unit' Award to MIAL at its 20th National Award for Excellence in Energy Management 2019.

CSMIA has been conferred with the prestigious American Institute of Architects (AIA) Award 2020 under the Architecture Awards Category.

CSMIA becomes the first in India and third in Asia among airports to receive IATA CEIV certification

MIAL bagged the Outstanding Contribution to Supply Chain Award at Asian Supply Chain Thought Leadership Summit 2019

GreenCo Gold rating Award - MIAL received the CII GreenCo Gold rating Award for its environmental initiatives

CSMIA recognised for the 'Best Airport Staff' in India and Central Asia 2020 by Skytrax



Economic Performance



Economic growth forms the basis of a holistic growth. Historically, air transport has doubled in size every fifteen years and has grown faster than most other industries. As per ICAO Economic Development Report 2019, everyday more than 100,000 flights transport almost 12 million passengers and around USD 18 billion worth of goods. The Aviation sector in India currently contributes USD 72 bn to its GDP.

A sustainable economy is the one that furthers the sustainable development goals locally and globally. To create a future for all, we need to ensure inclusive growth. Cognizant to this fact we have embarked on the journey of creating value while building resilience to the increasingly challenging operating environment. Our ability to constantly grow on a year on year basis and consistently create shared value for our stakeholders has propelled us to venture for greater heights.

Business risks management and ensuring business continuity are imperative to us. We have Business Continuity Management System (BCMS) (ISO 22301) implemented across MIAL to aid in evaluating exposure to internal and external risk to the organisation and implement controls to enable continuous growth. Our business performance enables us to create more jobs in the society, open the window for livelihood opportunities for our vendors and suppliers as well as creation of opportunities in the market while also benefitting our employees and investors in MIAL. We followed a collaborative approach for sustainability of business.

The table below shows a glimpse of total value generated and retained. The paid-up equity share capital of the company as on March 31, 2019 is INR 1,200 crores. The total borrowings of the company as on March 31, 2019 is INR 8076.36 crores.

Parameters	2017-18 (INR Million)	2018-19 (INR Million)	2019-20 (INR Million)
A. Economic Value Generated	35,452.24	38,474.40	35,527.00
<i>Revenue</i>	35,452.24	38,474.40	35,527.00
B. Economic Value Distributed	34,923.16	37,160.70	36,394.90
<i>Operating Costs</i>	11,923.90	13,440.58	13,692.02
<i>Employee Wages and Benefits</i>	1,838.29	1,933.50	2,175.00
<i>Payments to providers of Capital</i>	7,837.30	7,404.50	7,035.10
<i>Payments to Government</i>	13,306.17	14,377.00	13,488.00
<i>Community Investment</i>	8.51	4.02	4.78
C. Economic Value Retained (A-B)	529.07	1,313.70	(867.90)

Financial Implications of climate change

We are facing the adversities of climate change. As the global temperature keeps soaring, the earth is facing the resultant impact of climate change on ecosystems, biodiversity and livelihoods of people and risks to various business operations. Minimising global warming can reduce the environmental impact, ensuring the sustainability of people, economies and ecosystems across the world. We, at MIAL, engage with our relevant stakeholders to assess the risks on our business operations due to climate change. We regularly review the risks, evaluate ways to mitigate risks and accordingly change our approach. We are also making efforts to put a financial number to the business risks due to climate change through assessing various vulnerabilities across our value chain through a comprehensive assessment. We look forward to complete the exercise in three to five years of time.

The table below describes the list of identified business risks due to climatic change, its impact on our business and our action plan to mitigate business risks.

Climate Change Risks	Business risks	MIAL's Action Plan
Precipitation Change 	<ul style="list-style-type: none"> Flooding of airfield Land subsidence Inadequate drainage capacity Inundation of ground transport and underground infrastructure Loss of local utilities 	<ul style="list-style-type: none"> Proper storm water collection and disposal in the airport Regular desilting of mithi river channels in the airport premises Alternate power arrangements like DG sets Emergency preparedness plan
Temperature Change 	<ul style="list-style-type: none"> Damage to airfield surfaces Change in cooling requirements 	<ul style="list-style-type: none"> Regular inspection & descaling of runway and taxiways
Sea-level rise 	<ul style="list-style-type: none"> Loss of airport's capacity Loss of infrastructure 	<ul style="list-style-type: none"> Emergency preparedness plan implementation
Change in winds 	<ul style="list-style-type: none"> Disruption in operation of flights Changes in noise distribution 	<ul style="list-style-type: none"> Flexibility of operating both the runways Maintenance of both the runways
Extreme weather events 	<ul style="list-style-type: none"> Changes in current air routes Air route extensions Disruption in the ground transport and access to airport. Imbalance in supply chain 	<ul style="list-style-type: none"> Operations will be diverted to nearest airport

Direct and Indirect Economic Impacts

True to our philosophy of an inclusive growth, we intend to flourish together with our stakeholders by creating more job opportunities, sourcing locally and giving back to the society as a part of our community initiatives.

In the current reporting period, we have sourced almost 99% of our requirements from local suppliers in India. 89% of our total procurement was from Maharashtra. The breakup has been given in the figure below.

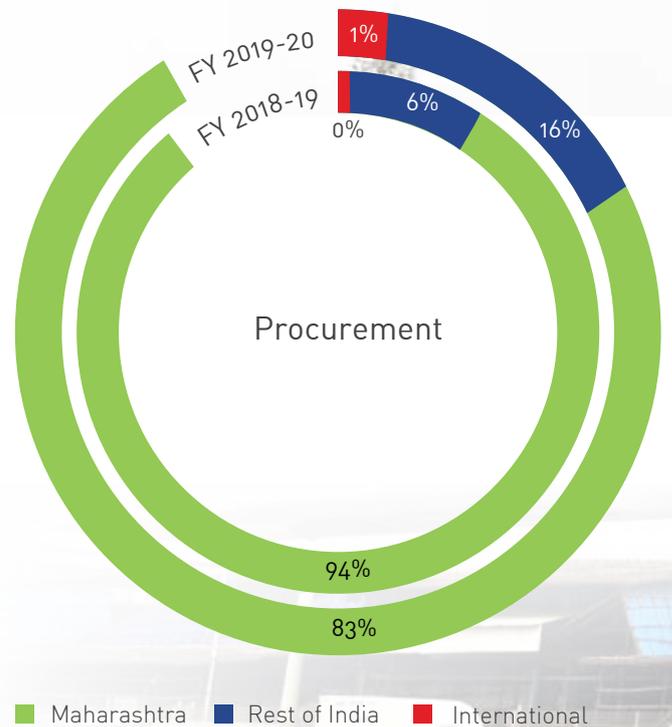
This has helped us to improve our performance significantly due to shorter response time, cost-effective logistics and swift turnaround. This has also helped boost the local economy and create better

livelihood opportunities. Our operation and maintenance activities see the involvement of local workforce in a large proportion. In the current reporting period, different infrastructural upgradation like runway management, upgradation of T2 and maintenance of airside through different constructions were undertaken that resulted in expenditure of INR 424.66 Crores during the reporting period. While these activities helped us to upgrade our services and efficiency, they also created local employment. Going forward, we are working on modalities on including more local contractual workforce in our different operational activities. During the reporting period, there were no significant changes in the supply chain.

Supply Chain Management

At MIAL, most of our operational requirements are dependent on our suppliers including manpower supply, operation and maintenance, ramp and cargo services, retrofitting works and others. We are highly committed towards optimizing our supply chain to ensure reduced maintenance cost, highest accuracy in inventory management and delivering efficient and consistently improving services.

We regularly engage with our stakeholders through different communication channels to ensure any concern is effectively addressed. As the suppliers are an integral part of our organisation, we ensure that our commitment towards being responsible environmentally and socially is extended to our suppliers as well. We are continuing to screen all our suppliers based on their social and environment performance. Concerted efforts are being put to collaborate with suppliers to reduce the carbon footprint of our supply chain, ensure local and sustainable procurement practices and aligning to the ethical social codes and labour practices. There were no cases of any negative social or environmental impacts in the supply chain.





Environment Excellence



We recognise the global concerns around climate change and the potential risks related to environmental issues. As an airport operator, we operate in a manner that address the evolving challenges of various environmental aspects and integrate the principles of environmental sustainability into our business strategy. Faced with a global pandemic, the world is preparing for a dynamic shift towards an environmental conscious approach and we at MIAL, are committed towards embracing this change by redefining our sustainability principles to complement the current state of being. With this, we are adopting ways to address climate related risks, conserve and optimise use of scarce resources and explore opportunities for reducing our environmental footprints. For this we collaborate with our key stakeholders and take efforts to improve our environmental performance. We ensure full compliance with all regulatory laws and norms which is monitored with the help of legal and compliance registers and a compliance management system at CSMIA. For this purpose, we have implemented an Environmental Management System (ISO 14001:2015) which enables us to maintain records periodically, which are then reviewed subsequently every 6 months.



- Energy management ISO 50001
- Emissions Management ISO 14064
- Air Quality Management ISO 14001
- Water Management ISO 14001
- Noise Management ISO 14001
- Biodiversity and Wildlife Management ISO 14001
- Waste Management ISO 14001

Energy Management

Owing to the nature of our operations, energy consumption is synonymous to the growth in our air operations in the recent years. Staying committed to our goals of providing the best-in-class facilities to our passengers with reduced environmental impacts, we focus on conserving energy, increasing the share of renewable energy and optimising use of energy throughout our operations. Through the implementation of Energy Management System (ISO 50001), we developed a policy for the efficient use of energy, set goals and targets for the upcoming years and adopted a robust mechanism to review our progress. A share of our purchased electricity is also used by concessioners, government authorities etc. which are operating out of CSMIA. Hence the electricity purchased by us also includes electricity consumed by our other stakeholders. For the purpose of measuring our energy consumption, we have installed energy meters as well as flow meters for measuring diesel consumption. We have used industry standard conversion factors and those

prescribed by Intergovernmental Panel on Climate change (IPCC) as applicable, for arriving at total energy consumption in single unit.

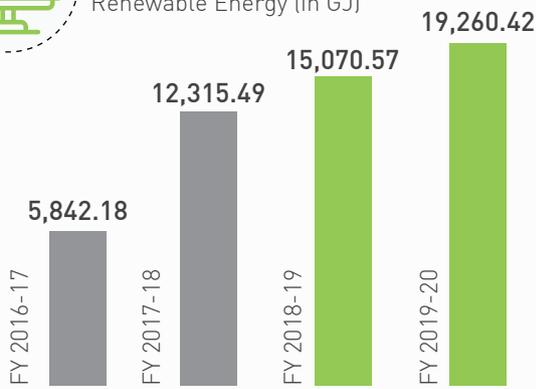


Energy Consumption within Organisation



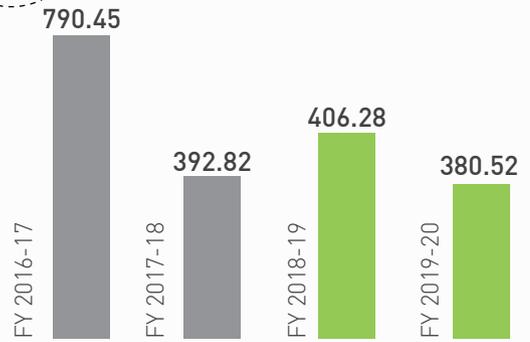
Solar Energy

Renewable Energy (in GJ)



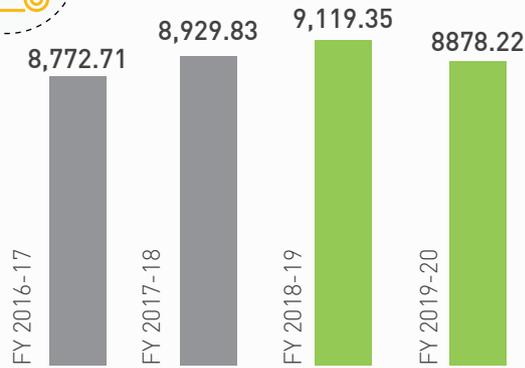
Petrol

Non-Renewable Energy (in GJ)



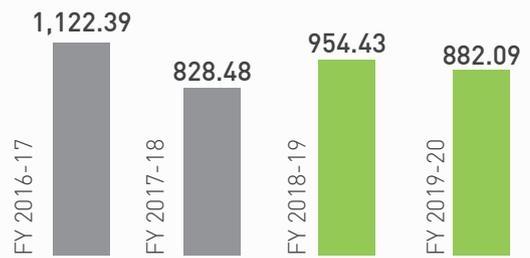
Diesel

Non-Renewable Energy (in GJ)



Diesel (DG set)

Non-Renewable Energy (in GJ)



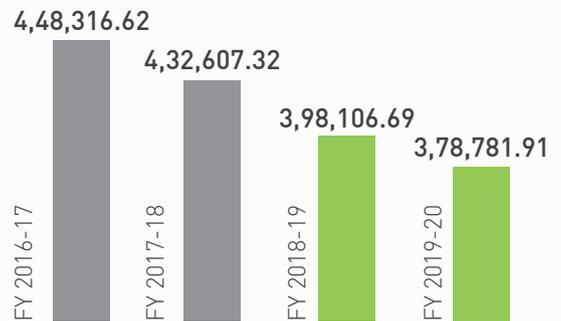
Compressed Natural gas

Non-Renewable Energy (in GJ)



Electricity from Grid

Non-Renewable Energy (in GJ)

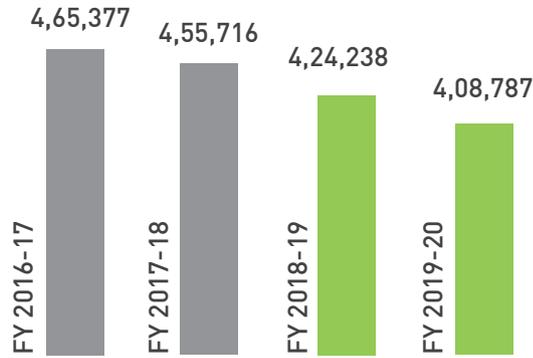


Non-Renewable Energy (in GJ)

Non-Renewable Energy (in GJ)



Total Energy Consumption within Organisation (in GJ)



Electricity purchased in GJ

FY 2018-19	5,72,520.65
FY 2019-20	5,58,209.25



Electricity generated in GJ

FY 2018-19	15,070.57
FY 2019-20	19,260.42



Electricity provided to concessioners and other stakeholders in GJ

FY 2018-19	1,74,413.96
FY 2019-20	1,79,427.34



Electricity consumed by MIAL in GJ

FY 2018-19	3,98,106.69
FY 2019-20	3,78,781.91



Energy Consumption outside the Organisation

The total energy consumed outside the organisation for staff daily travel (commuting) was 54.21 GJ collectively for FY 2018-19 and FY 2019-20.



ENVIRONMENT AND SUSTAINABILITY POLICY

Mumbai International Airport Limited (MIAL) is committed towards managing and developing the Airport in a sustainable, environmentally sensitive and responsible manner. We will strive to continually improve our processes and operations towards realizing sustainable business growth with minimum environmental footprint.

In operating the airport, MIAL will:

- Identify significant environmental impacts associated with airport activities
- Conduct airport operations in compliance with applicable environmental regulations and other requirements
- Integrate environmental considerations & life cycle thinking into processes, decision making and work practices related to planning, design, construction, maintenance and operation of Airport facilities and services as part of the Environmental Management Plan
- Ensure all steps are taken to prevent the pollution and protect the environment
- Monitor regularly and publicly report our environmental performance
- Adopt best practices to conserve natural resources like energy and fuel etc.
- Identify and seek to conserve bio diversity in and around Airport property without compromising airport operations
- Create awareness for internalizing culture of sustainable development amongst our employees and stakeholders
- Issue and communicate environmental requirements to all airport stakeholders and identify the opportunities for improvement
- Assist our staff, tenants and contractors to accept responsibility for their actions and comply with the applicable environmental obligations, through the promotion of this policy
- Be sensitive to the expectations of our business partners, regulators, neighbors and the community in relation to environmental matters pertaining to the Airport
- Strive to make our supply chain greener by adopting life cycle approach and encouraging use of environmental friendly material

R. K. JAIN
(Chief Executive Officer)

Date: 03.03.2020

www.csmia.aero

Snapshot of the Environment and Sustainability Policy which showcases our processes towards minimising environmental footprint



Energy Intensity

The outbreak of COVID-19 pandemic by the end of FY 2019-20 resulted in a decrease in the total number of passengers which subsequently resulted in an increase in value of energy intensity for FY 2019-20. The energy intensity for our operations is 8,687.17 GJ/million Pax during FY 2018-19 and 8,902.00 GJ/ million Pax during FY 2019-20. This is estimated based on the total energy consumption within the organisation.

Energy Conservation

In continuation of efforts of running a low carbon facility, we focus on various solutions such as energy efficiency techniques, utilising renewable energy wherever feasible, etc to minimise our energy consumption impacts.

Energy Saving Initiatives

At every stage of our operations, we make efforts to minimise our energy consumption and utilise clean energy and our energy saving initiatives are a testimony to such efforts. The baseline for respective initiatives is defined as per date of implementation of those initiatives. Accordingly, the energy savings are calculated assuming baseline scenario prior to implementation of respective initiative.

Owing to our energy saving initiatives, we have achieved a reduction of 14,535.8 GJ and 2,562.06 GJ of energy during FY 2018-19 and FY 2019-20 respectively.

Energy Saved in kWh

FY 2018-19

- 3,79,230** Conversion of conventional lamps into LEDs
- 36,58,493** Optimisation of HVAC operation

FY 2019-20

- 1,19,824** Conversion of conventional lamps into LEDs
- 9,840** Replacement of Electromechanical timer to smart timer
- 2,00,000** Replacement of old cooling tower nozzle with newly designed nozzle
- 11,680** Replacement of belt driven fans of AHUs with EC fans
- 3,70,338** Optimisation of AHU operations



Reduction of Energy Consumption by Replacement of Cooling Tower Nozzles

We continuously strive to optimise our operations and adopt energy efficient technology solutions to update our systems in order to progress towards the goal of sustainable development. Through our efforts, we have been successful in reducing our net energy consumption significantly in the last two years.

In our efforts towards energy conservation, we took an initiative to improve the effectiveness of the cooling tower. It was observed that total area of the cooling tower fills was not being completely utilised. In order to address this gap, the existing nozzles were replaced with newly designed energy efficient nozzles. This resulted in increased spread of water and better coverage of the cooling tower fills. Due to which overall effectiveness improved and cooling tower water outlet temperature was reduced. As a result of this initiative, energy consumption due to the chillers reduced and it is estimated to save about 2 lakh units (Kwh) of energy which is approximately 1% of total consumption of the chillers.



Before replacement of Nozzles



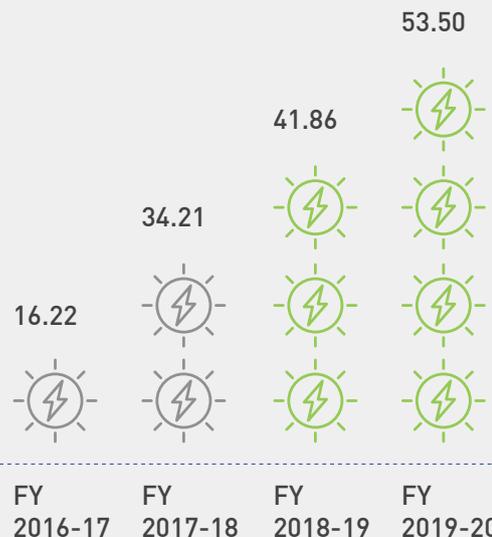
After replacement with energy efficient Nozzles

Increased Solar Energy Generation

Striving to meet our energy consumption demands through non-conventional sources of energy, we at MIAL continue to increase our share of solar energy through the installation of solar roof tops. At present, our total installed roof top solar capacity is 4.6 MW. We have been successful in installing solar roof tops in spite of the space constraints and generate about 5% of the total energy consumption through solar roof tops. The graphical representation showcases our increasing solar generation over the last four years.



Solar generation in lakhs Kwh



Emissions Management

Over the years, we at MIAL, have primarily focussed on the aspects of carbon neutrality, emission reduction and climate actions. As part of our sustainable environmental policy, we integrate emissions related concerns with our operational agenda enabling us to set targets for carbon emission reduction and formulate plans to achieve those within the stipulated period. Our conscious efforts have led us to be a carbon neutral facility thereby safeguarding the interests of our environment as well as our people.

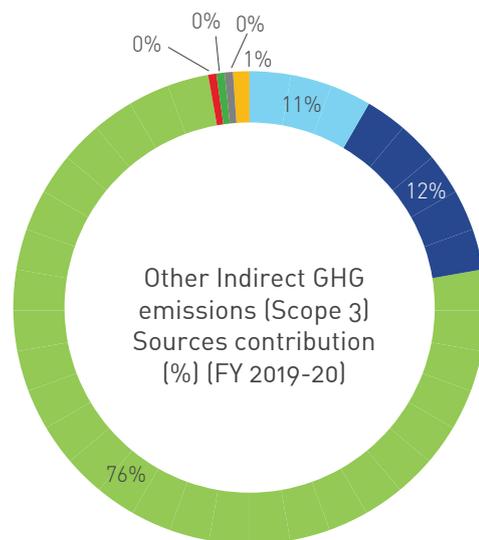
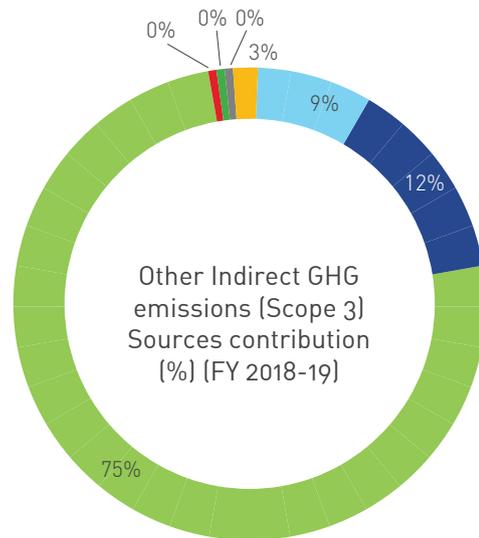
The use of conventional fuels, electricity and refrigerants in our operational activities result into generation of GHG emissions. Aligning our efforts to the UN Sustainable Development Goals (SDGs), we have adopted a target to reduce our Scope 1 and Scope 2 carbon emissions per passenger by 33% to 35% against our baseline of 2014 which is in lines with Nationally Determined Contribution (NDC) commitments of our country from direct fuel consumption and indirect energy purchase for operations.

GHG Emissions

A graphical representation of GHG emissions have been given including scope 1, scope 2 and scope 3 emissions.¹

Scope 1 GHG Emissions (tCO ₂ e)		Scope 2 GHG Emissions (tCO ₂ e)	
FY 2016-17	1,290	FY 2016-17	1,04,460
FY 2017-18	4,015	FY 2017-18	98,129
FY 2018-19	4,403	FY 2018-19	90,680
FY 2019-20	5,938	FY 2019-20	86,278

Scope 3 GHG Emissions (tCO ₂ e)		Total GHG Emissions (tCO ₂ e)	
FY 2016-17	4,67,962	FY 2016-17	5,73,712
FY 2017-18	4,22,515	FY 2017-18	5,24,659
FY 2018-19	4,22,371	FY 2018-19	5,17,454
FY 2019-20	3,83,573	FY 2019-20	4,75,789



- Stakeholder ATF
- Staff Business Travel
- Staff Daily Travel
- Stakeholder Fuel
- Passenger travel
- Stakeholder Electricity
- LTO Arrival and Departure

¹

- Gases Included in calculation of GHG emission: CO₂ and refrigerants R-134a, R-22, R-32, R-134, R-404, R-410a
- Source of emission factors and global warming potential of respective gases have been referred from industry standards and IPCC as applicable.
- Standard used for consolidation of GHG emissions: WRI GHG protocol

GHG emission intensity (tCO₂e/million Pax)

Direct GHG Emissions (Scope 1) Intensity		Indirect GHG Emissions (Scope 2) Intensity		Other indirect GHG Emissions (Scope 3) Intensity	
FY 2016-17	29	FY 2016-17	2,313	FY 2016-17	10,364
FY 2017-18	83	FY 2017-18	2,023	FY 2017-18	8,712
FY 2018-19	90	FY 2018-19	1,857	FY 2018-19	8,649
FY 2019-20	129	FY 2019-20	1,879	FY 2019-20	8,353



Interventions for control and reduction of GHG emissions

Furthering our efforts of mitigating climate related risks and harnessing opportunities to reduce the carbon footprint, we have adopted a Carbon Management Plan and Carbon Roadmap. This will help us to streamline our processes in order to achieve our targets of emissions reduction. We have a climate change strategy in place which provides us with a robust framework to progress towards reducing our carbon footprints. The objectives of this strategy are clearly defined and are presented in a phased manner.

GHG emission reduction strategies

We recognise growing concerns around climate related issues and our role in addressing these challenges. With our actions, we continuously strive to achieve the global target of net zero emissions and undertake measures to decarbonise our operations.

Emphasizing on the importance of GHG emissions reduction, we have adopted well-formulated strategies which not only helps us to reduce our emissions but also monitor our progress periodically. Our efforts have resulted in a reduction of scope 2 emissions by 4,401.76 tCO₂ during FY 2019-20 as compared to FY 2018-19. Also, we have witnessed a reduction of our scope 3 emissions by 38,797.78 tCO₂ during FY 2019-20 as compared to FY 2018-19.



Snapshot of our GHG Policy developed to monitor the GHG Emissions of our organisation

Details of our GHG Emission reduction strategies

GHG emission reduction strategies	Details	Status
Improve Energy Management System	This will aid us to identify the key energy consumption points and principal areas to reduce energy consumption.	We have implemented an Energy Management System (ISO 50001).
Use of low carbon intensive fuel	We are focusing on shifting towards CNG powered vehicles and electric vehicles	We have added CNG powered vehicles in our fleet. Also, only electric motor vehicles are allowed in the baggage operations area and inside Terminals. Replacing fossil fuel operating forklifts with electric forklifts at cargo terminal.
Use of Bridge Mounted Equipment (BME) providing Pre-Conditioned Air (PCA) & Fixed Electric Ground Power (FEGP)	BMEs help in avoidance of GHG Emissions by providing pre-conditioned air to the aircrafts during parking.	At present, we have BMEs available at all aerobridges at Terminal 1 and Terminal 2 and are to be completed.
Rapid exit taxi ways	These taxi ways help in faster movement of aircrafts from runways to aerobridges/parking vice-versa and save on fuel consumption	Rapid exit taxiways are implemented.
Automation/ Digitisation of processes	Automation and digitisation will ensure reduction of paper consumption.	Initiatives towards the same have been implemented/ are in process of implementation across MIAL departments.
Airport Collaborative Decision Making (A-CDM)	A-CDM is a common information sharing platform introduced to process timely and accurate information for quick and precise decision making. It takes into consideration the Expected Time of Arrival (ETA) of aircraft, Target off Block Times (TOBT) of departures, runway in use and the handling capacity of the runway to determine the arrival and departure sequence.	The A-CDM has been implemented and has resulted in improvement of operational efficiency.
Green Building	Terminal 2 has been meticulously designed to have the state-of-the-art infrastructure with a low environmental footprint.	The New Integrated Terminal 2 has been awarded the prestigious "Platinum" rating by IGBC in 2016, becoming the first Indian airport to hold this rating within the Existing Building (O&M) Rating System.
Stakeholder Trainings	Trainings on lighting systems, solar power plant, ISO 50001:2011, environment management system and HVAC	In order to reduce our Scope 3 emissions, we conduct several stakeholder trainings and sensitisation sessions.

Airport Carbon Accreditation (ACA)

Progressing with our efforts of running a low carbon facility, we participated in Airport Carbon Accreditation programme, which is a voluntary initiative launched by the European region of Airports Council International (ACI Europe). This initiative is supported by the United Nations Framework Convention on Climate Change (UNFCCC). The Program accredits the airport in different level (1, 2, 3 & 3+), provided they meet the eligibility criteria at each level.

Our participation in the program led us to achieve the level of 'Neutrality – ACA level 3+,' the highest level of accreditation up to May 16, 2022. We have become the 5th carbon neutral airport in Asia-Pacific region to achieve this level of accreditation. We continue with our efforts of reducing our carbon footprints and undertake timely measures to monitor our emissions complying with all the applicable regulatory requirements.

Air Quality Management

We continuously monitor our ambient air quality with the help of a Continuous Ambient Air Quality Monitoring System. This system is installed at the

Airside near runway 09 and enables us to regularly monitor ambient air quality parameters at CSMIA. We follow the National Ambient Air Quality Standards (NAAQS) 2009 to ensure our ambient air quality parameters falls under permissible limits.



Air Quality Monitoring

Parameters ²	Unit	FY 2018-19	FY 2019-20
Particulate Matter (PM 10)	µg/m ³	71.1	65.3
Particulate Matter (PM 2.5)	µg/m ³	25.9	22.5
Oxides of Sulphur (SO _x)	µg/m ³	15.7	19.1
Oxides of Nitrogen (NO _x)	µg/m ³	15.7	18.3
Carbon Monoxide (CO)	mg/m ³	0.2	0.5
Lead	µg/m ³	BDL (Below Detection Limit)	BDL (Below Detection Limit)

1. *Applicable standard: NAAQS, 2009*

2. *Report compliance with ambient air quality standards: Six monthly MoEFCC submission, Annual AAI & DGCA submission.*

3. *Continuous Ambient Air Quality Monitoring is done at the Airside through monitoring station*

Noise Management

We are aware of the pressing issue of noise caused as a result of the aircraft operations. This led us to adopt a noise management system to track and monitor noise events due to airport operations. We comply with all applicable regulatory requirements that ensure compliance with ambient noise levels and standards.

Noise Monitoring Terminal

Our noise management system consists of noise monitoring terminals installed at CSMIA to meet the civil aviation requirements given by DGCA for airport operators. Two permanent noise monitoring terminals have been installed outside the airport premises; one along the landing path and the other along the take-off path of the main runway. We also have a mobile noise monitoring terminal at airside to ensure coverage of all areas.

We have a web-based tool NOISE DESK which enables us to monitor and manage aircraft noise levels on a continuous basis. Also, this system can be used to track flight path data and weather updates for CSMIA. The required noise abatement procedure and program are also implemented with the help of this system ensuring full compliance with a range of regulatory requirements.

Water and Wastewater Management

Water Management

Resource conservation is embedded through our operational activities; we not only strive to minimize our freshwater consumption but also undertake measures to recycle and reuse the wastewater generated throughout our operations. We follow sustainable water management techniques which enable us to monitor and measure our water consumption and explore opportunities for water conservation. We ensure that no water bodies are affected due to our operation and aim to reduce our water footprint. We also undertake initiatives to ensure participation of our staff and employees in our water conservation efforts and create awareness among them.

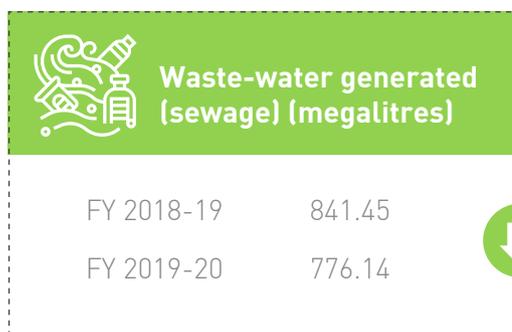
Our water requirements are met by the Municipal water supply and the total water consumption value stood at 1,186.12 megalitres during FY 2019-20 and 1,374.79 megalitres during FY 2018-19.

Through our efforts we have successfully recycled 281.21 megalitres and 415.46 megalitres of water during FY 2018-19 and FY 2019-20 respectively which amounts to 20% and 35% of our total water consumption during these years.

Waste-Water Management

We leverage technological aid to treat wastewater generated at our premises. We have installed Sewage Treatment Plants (STPs) for the treatment of the wastewater generated at our premises from various sources such as the terminal buildings, airside, landside and cargo facilities.; these STPs are based on the Sequential Batch Reactor (SBR) technology followed by Ultra Filtration (UF) and Reverse Osmosis (RO) and have a collective capacity of 15 MLD. The input to these STPs is measured at the inlet and the treated water is partly utilised in the toilets and as cooling make up water for Heating Ventilation and Air Conditioning (HVAC) in terminal buildings whereas the RO reject water is discharged in municipal sewers.

Throughout our operations, we ensure that the quality parameters of the treated water do not exceed the permissible limits.



Treated Wastewater (sewage) Parameters

Parameters	Unit	FY 2018-19	FY 2019-20
pH		6.7	6.9
TSS	mg/l	17.4	14.5
BOD	mg/l	9.8	8.9
COD	mg/l	27.6	22.7

Storm water management

We adopt measures to prevent contamination of storm water and continuously monitor our storm water management with the help of our Environment Management System. Three oil separators have been installed at different locations at the airside to trap the fuel and oil spillage at the apron.

The following table presents the information for the parameters of the storm water.

Parameters	Unit	FY 2018-19	FY 2019-20
pH		6.9	7.07
TSS	mg/l	24	16.9
BOD	mg/l	23	10.2
COD	mg/l	84.3	25.4

Biodiversity and Wildlife management

We are well aware of the relevance of wildlife conservation and biodiversity management for the airport industry. Preserving the habitats of the animals and birds residing in our surrounding areas and protecting the ecosystem has been a top priority for us. We integrate the principles of wildlife and biodiversity management right from the design stage of our facility and embed these into our daily operations. We operate within low biodiversity area and non-eco sensitive zone

and further to minimise the impacts of our operations, we have adopted a wildlife hazard management system which helps us identify risks related to wildlife strikes.

Initiatives undertaken for Biodiversity Management

- Adaptation of grass policy to prevent wildlife hazards at runway areas
- New technology "Super Pro Amp" devices are installed near runways to disperse birds and is operational for 24 hours.
- Mapping of bird activities inside the airport premises and approach path of runways.
- New technique, spraying of a liquid – "Bird X", has been introduced to control bird activity near runways.

Throughout our operations, we undertake several measures to mitigate significant impact to our ecosystems and the wildlife. As part of our efforts, we have taken actions to prevent bird strikes as listed here.

Actions for preventing Bird strikes

- Bird scarers deployed with sufficient stock of firecrackers for continuous busting of crackers to repel birds alongside of runways.
- Cleaning of drains and reducing the amount of water lying on the airport grounds
- Maintaining the grass at a length upto 30 cms to deter birds
- Pesticide spraying behind grass cutting machine to restrict insect
- Use of Laser Torches for bird scaring in dark hours
- Control of garbage, waste, and rubbish at the Airport
- Rodent control at operational areas
- The fitting of anti-perching spikes on all airside structures, such as signages, aerobridges, lights etc.
- Educating meat/chicken shop owner, fish vendor and slaughter-house owners around the airport for proper disposing of waste in coordination with MCGM officials
- Pruning of trees from adjacent areas and approach path of runways in coordination with MCGM tree authority.

Parameters	FY 2018-19	FY 2019-20
Confirmed bird strikes	23	22
Strike rate per 10,000 aircraft Movements	0.69	0.7



Single-use Plastic Free Airport

In our journey towards responsible waste management, we crossed one of the important milestones of becoming single use plastic free airport on 2nd October 2019. We have banned single use plastic items including disposable cutlery made up of thermocol, Polyethylene terephthalate (PET/ PETE) bottles (less than 200 ml), plastic bags, straws, bubble wrap etc. Our breakthrough achievement involved understanding the single use plastic in use across CSMIA and collaboration with our stakeholders. Awareness creation and handholding played a major role in eliminating the single use plastic across CSMIA. Our commitment to keep CSMIA single use plastic free is seen through our intent to penalise the offenders in order to maintain the good cause. MIAL has also encouraged the use of various environment friendly alternatives. These replacements include the

use of steel/ acrylic straws, cutlery and other items made up of corn starch and other biodegradable materials, cloth or paper bags instead of plastic bags.



Waste Management

Throughout our operations, we emphasise equally on all aspects of environment management. Waste generation being inevitable, requires special care and treatment for a smooth functioning of our facility. Our operations involve a range of activities which results in generation of waste belonging to both, hazardous and non-hazardous categories. Reducing impacts on the environment and our surroundings is embedded in all our operational tasks, and therefore we have adopted a comprehensive waste management strategy. With the help of this, we try to reduce the amount of waste generated and promote waste recycling in cases where its applicable. We have been exploring ways to dispose off waste in a manner which is friendly for our environment and our surrounding communities. We adhere to all regulatory norms and requirements through out operational endeavours.

The total waste generated for FY 2018-19 and FY 2019-20 is 5429.77 MT and 4614.67 MT respectively. Owing to our waste management strategy, we have seen a decrease in the value for total waste generated during the reporting period. Our initiatives have led us to divert the total waste amounting to 2370.02 MT in FY 2018-19 and 1996.00 MT in FY 2019-20 from disposing it off in the landfills.



All the volume of waste generated at our premises is disposed off through third party recycling agencies following the norms as prescribed by the Maharashtra Pollution Control Board (MPCB). Among other types of waste, runway rubber waste is produced due to rubber deposits on the runways. These rubber deposits are removed frequently as part of the maintenance activity of the runways. This rubber waste is also disposed off every month through a third-party agency and is recorded using the invoices received by the vendors. An overview of our waste generated during the reporting period has been presented as follows.

Hazardous and Non-Hazardous Waste (MT)



Hazardous Waste generated

Type of Waste	State	Unit	FY 2018-19	FY 2019-20
Oil Contaminated waste	Solid	MT	4.65	0.00
Used oil filters	Solid	MT	2.82	0.93
Used/ Spent oil	Liquid	MT	7.45	0.00
Waste perishable cargo	Solid	MT	4.61	0.00
Discarded containers, barrels and liners	Solid	MT	4.75	9.19
Runway rubber and paint waste	Solid	MT	78.14	34.78
E-waste	Solid	MT	5.49	6.00
Used Batteries waste	Solid	MT	109.08	0

Hazardous Waste diverted from Disposal

Type of Waste	State	Unit	FY 2018-19	FY 2019-20	Disposal Method
Used/ Spent oil	Liquid	MT	7.45	0	Recycling
E-waste	Solid	MT	5.49	6	Recycling
Used Batteries waste	Solid	MT	109.08	0	Recycling
Total waste		MT	122.02	6	Recycling

Hazardous Waste directed to Disposal

Type of Waste	State	Unit	FY 2018-19	FY 2019-20	Recovery Method
Oil Contaminated waste	Solid	MT	4.65	0	Incineration
Used oil filters	Solid	MT	2.82	0.93	Incineration
Waste perishable cargo	Solid	MT	4.61	0	Incineration
Discarded containers, barrels and liners	Solid	MT	4.75	9.19	Incineration
Runway rubber and paint waste	Solid	MT	78.14	34.78	Landfill
Total Waste		MT	94.96	44.89	

Non-hazardous Waste generated

Type of Waste	State	Unit	FY 2018-19	FY 2019-20
Waste plastic	Solid	MT	183	144
Waste paper	Solid	MT	844	658
Waste Glass bottles	Solid	MT	154	136
Waste PET bottles	Solid	MT	167	131
Waste wood	Solid	MT	151	151
Broken tin	Solid	MT	151	136
Wet garbage without OWC waste	Solid	MT	2,949	2,566
Organic waste to OWC	Liquid	MT	254	360
Waste cotton	Solid	MT	163	125
STP sludge	Liquid	MT	16	8
Other Scrap	Solid	MT	181	149

Non-hazardous Waste diverted from disposal

Type of Waste	State	Unit	FY 2018-19	FY 2019-20	Recovery Type
Waste plastic	Solid	MT	183	144	Recycling
Waste paper	Solid	MT	844	658	Recycling
Waste Glass bottles	Solid	MT	154	136	Recycling
Waste PET bottles	Solid	MT	167	131	Recycling
Waste wood	Solid	MT	151	151	Recycling
Broken tin	Solid	MT	151	136	Recycling
Organic waste to OWC	Solid	MT	254	360	Recycling
Waste cotton	Solid	MT	163	125	Recycling
Other Scrap	Solid	MT	181	149	Recycling
Total Waste		MT	2,248	1,990	

Non-hazardous Waste directed to disposal

Type of Waste	State	Unit	FY 2018-19	FY 2019-20	Recovery Type
Wet Garbage waste without OWC	Solid	MT	2,948.50	2,566.10	Landfill
STP Sludge	Solid	MT	15.80	7.68	Landfill
Total Waste		MT	2,964.30	2,573.78	

Spill Management

We undertake several measures to prevent any form of spillage due to our operations. We have identified this as a potential risk with the help of our Environment, Health and Safety (EHS) risk assessment system. We aim to achieve zero spillage throughout our operations in order to prevent any form of contamination and damage to the environment. During the reporting period, no incidences of significant spills occurred across our operations.

Environmental Protection expenditures

We ensure full compliance to all applicable environmental laws and regulations throughout our operations at MIAL.

GRI 306-4, GRI 306-5, GRI 307-1

We have partnered with an MoEFCC authorised external laboratory for conducting regular environmental sampling and testing of ambient air quality, ambient noise levels, wastewater quality, storm water, DG set emissions, etc. in addition to the online monitoring.

Our environment expenditure during the reporting period was INR 28.70 million which includes, environmental management expenses and expenditure on treatment, purchase & use of emission certificates, waste disposal, and equipment maintenance and operation.

During the reporting year, no monetary fines or forms of non-monetary sanctions were levied upon us for any noncompliance with environmental laws and regulations.

Human Capital





Employee Well-being

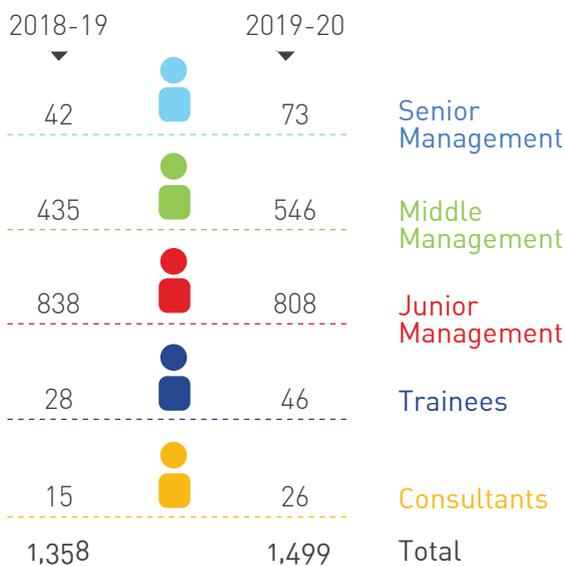
Our employees are our greatest assets and core to our business operations and strategy. We strongly believe that workplace for an employee should be full of new opportunities. We are committed to ensure that our employees feel happy and motivated at work. Our ability to succeed in business greatly depends on how our workforce flourishes in terms of the skills and knowledge they gain while on the job and their commitment to get the job done. Therefore, at MIAL, our constant endeavour is to drive a culture of passion and excellence through teamwork, integrity and high performance.

It is of strategic importance to create the right thrust from within the organisation i.e. our valuable employees. At the core of our strategy for business excellence is identifying and nurturing the right talent within the company. Our ability to provide our employees the right platform to prosper in their career and instilling elements of work satisfaction aids in attracting the best talent from the industry. Through various employee engagement programs, we ensure that we understand the needs of our employees, address the grievances and stir great employee satisfaction.

Our people

Our people are a reflection of the difference we create as an organisation. We are committed to inclusivity and diversity in our workforce, one that is representative of the customer that we serve and the community within which we operate. Our manpower constitutes of permanent employees, personnel on contract and consultants.

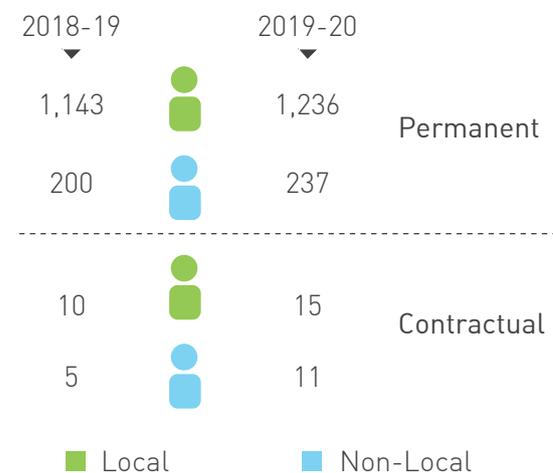
Employee distribution by workforce type



Employee breakup by gender

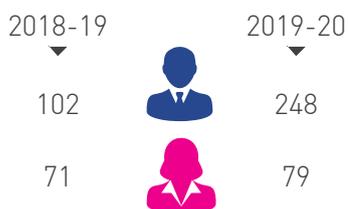


Employee breakup by region



Employee Hired and Turnover

Employee hired by gender



Employee hired by age group

	2018-19	2019-20
< 30 years	145	144
30-50 years	25	141
> 50 years	3	42
Total	173	327

New employee hired by region



Employee hired rate



Employee separated gender wise



Employee separated by region



Employee separated by age group

	2018-19	2019-20
< 30 years	57	93
30-50 years	38	69
> 50 years	106	24
Total	201	186

Employee turnover rate gender wise



Senior management hired from local community



Employee Engagement and Wellbeing

Our endeavour is to identify and bring to our employee every possible opportunity that will enable them to feel satisfied and happy at work. We are committed to instil a culture of excellence, integrity, accountability and transparency among our employees.

We believe in growing together. As MIAL has been consistently growing, we want our employees to excel in their career and perform with the best of their abilities and be recognised for their excellence. A culture of feedback is in place for the employee to regularly receive constructive feedback for their performance in the organisation. All our employees are covered under this yearly performance review. Employees' performance is reviewed and they set goals for the next

reporting year. A talent assessment is carried out for the senior management to evaluate their ability to perform in their roles and create an impact. We carry out performance review for employees not directly under the purview of the organisation based on the local protocols of aligning individual performance to business roles and requirement. To bring the best in our people, we offer an array of benefits to our permanent employees that includes gratuity, bonuses, parental insurance, national pension scheme, provident fund, employee education support, car lease, leave encashment, term life plan, personal accident and health insurance coverage. In the current reporting year, the organisation has spent INR 16.38 Cr in FY 2018-19. The values of defined benefit plans for FY 19-20 are currently being audited and will be disclosed in the Annual Report FY 2019-20. Our obligation to pay pension to our employees is met by the general resources of our company.



Value Star and Young Achievers in MIAL

We have instituted a recognition programme named 'Value Star' which celebrates exemplary demonstration of core values in day to day work. During this reporting year, 189 Value Stars have been awarded.

MIAL understands the value of grooming and encouraging young talent. MIAL has a programme where we recognise and reward the "Young Achievers" in Academics and Sports.



Employee Engagement Activities

In order to enhance employee experience, team bonding and to unleash individual and collective energy at the workplace, we have constituted two cross functional committees – JOSH & UMANG. JOSH focuses on sports related activities e.g. Football, carom, table tennis tournaments etc. UMANG focuses on cultural events e.g. Diwali, Navratri celebrations, International Women's Day etc.

Some of the key highlights of the events includes:

- **Women's Day Celebration at MIAL:** Team Umang took the opportunity to appreciate all the women employees and celebrate the spirit of Womanhood for their commitment towards excellence. The celebration consisted of a series of interactive and

engaging activities such as dance, fun activities, food and distribution of saplings as a token of appreciation

- **International Yoga Day celebration:** With an effort to mentally combat the on-going pandemic scenario along with celebrating International Yoga Day, team Umang arranged a virtual yoga session by Brahma Kumaris. The session was conducted for 1 ½ including 1 hour of yoga and ½ hour of meditation session
- **Navratri:** For Navratri celebrations, each day we had a different outfit color theme for the employees. The celebration was enhanced with various interesting competitions such as Matki painting competition followed by Dandiya Raas.

- **Diwali Celebration:** The employees came dressed in traditional outfits and various competitions such as Rangoli competition were organised along with festive decoration at every bay.
- **Christmas:** The festival was celebrated with great enthusiasm at MIAL coordinated by Team Umang, with the entire office adorned with Christmas tree and other decorations
- **Sports at MIAL:** Every year Team Josh organises 4- 5 Sport events, e.g. Badminton Tournament, MIAL Premier League (Cricket), Table Tennis, Carrom Competition, as an opportunity for employees to get away from their desk and refresh themselves



In-house newsletter



Our inhouse monthly and quarterly newsletters keep our employees updated about all the happenings within the organisation. This newsletter works as a platform for communicating MIAL’s achievements, employee experiences and other related information with all the employees within the organisation. The newsletter also provides an opportunity for the employees to be updated of all the on-goings around them while also providing the management to show their appreciation for the employees and their efforts.

Snapshot of the In-house Magazine



Parental Leave

As per our organisational policy all our permanent employee are entitled to parental leave. The return to work rate for the reporting period was 100%, as all our employees have re-joined post completion of parental leave. The retention rate for FY 2019-20 was 95% whereas that for FY 2018-19 was 79.24%.

Return to work after parental leave



Employees who have availed parental leave



Employed with MIAL for 12 months after parental leave



Creche Day care facility inaugurated at CSMIA

In compliance with section 11A of the maternity benefit (amendment) act 2017, we have taken an initiative to fulfil the requirement by establishing a creche for the employees. The creche day care facility have been inaugurated at T1 and T2 that can be availed by all employees and stakeholders. The centre has been actively functional since September 2018. We have onboarded specialised day care service provider to ensure excellence in childcare facilities offered to the children of our employees and stakeholders who avail this facility. The facilities can be availed on a regular monthly basis as well or by the day under emergency. The premises have a very child friendly structure keeping in mind all safety measures. We believe taking care of children is a specialised task and we aim at the physical and mental wellbeing of the child in absence of the

parents hence the activities are designed keeping in mind the childs physical, social, emotional and cognitive development.



Gender Diversity and Pay Parity

We are committed to fair treatment of our people. No gender discrimination is entertained in work or pay. Diversity is key focus area, as it brings different perspectives that can help stay profitable in this highly competitive business environment. Empowering women at our workplace can bring a relay of positives to the business and we have taken concerted efforts to improve the representation of women in our total workforce as well as in leadership roles. Our POSH policies ensure strict actions are taken on any employee found guilty of sexual harassment of another fellow employee. Also, as per our organisational policy, we do not differentiate employee on the basis of their colour, caste, creed, nationality, religion and disability. Our employment opportunities are strictly driven by business needs and competency of the candidate. We commit to remain an equal opportunity employer, with a remuneration ratio of 1:1 for men and women.

Parameter	FY 2018-19		FY 2019-20	
	Male	Female	Male	Female
Wages paid to permanent workmen (INR) pa	240,000	240,000	300,000	300,000
Wages paid per day in INR	551	551	719	719
Local Min wage per day	381	381	476	476
Ratio of standard entry level wage to local minimum wage	1.45	1.45	1.51	1.51

All our employees regardless of their gender, are paid equally for their role in the organisation. We are compliant to all statutory and regulatory norms and no bias exist in payment of entry level wages and benefits.

In line with our philosophy of an inclusive growth, we safeguard the rights of our contractual employee as well. We have incorporated a strict screening criterion for our contractors to assess their compliance to all applicable labour codes and human rights. There are controls in place that includes different criteria on the supplier contracts to make sure that our contractual workforce is paid fairly and on time. We also extend, statutory benefits to them and ensure their safety at work.



MIAL's Remuneration policy

We have formulated a remuneration policy for our Executive Directors, Key Managerial Personnel (KMP) and other employees keeping in view the following objectives:

- ✓ Ensuring that the level and composition of remuneration is commensurate to attract, retain and motivate talent, to run the Company successfully.
- ✓ Ensuring that relationship of remuneration to performance is clear and meets the performance benchmarks.
- ✓ Ensuring that remuneration involves a balance between fixed and incentive pay reflecting short and long-term performance objectives appropriate to the working of the company and its goals.

There are no recognised trade unions for our permanent employee. For our contractual employee collective bargaining takes place for raise in wages and for accruing better benefits from their employer. This is ratified by a reconciliation process by a designated officer in the Labour Department of Government of India.

of different categories were trained in Anti-corruption policies in 2018-19 and 2019-20 respectively. During the reporting period, no cases of corruption were reported. For a swift transition of our employees who are getting separated from the organisation into forming a cluster in order to facilitate continuous employability.

Training and Development

We operate in a highly competitive space and it is imperative for us to have the right talent. These talents are going to be the future leaders of the organisation and nurturing such budding talent is of prime importance to us. Talent retention helps in improving efficiency and growth.

Our training programs are focused towards enhancing the potential of our employees by creating an environment of continuous learning that provides them opportunities to develop and discover their capabilities.

Category-wise average hours of training per employee (Unit: Average manhours)

Category	2018-19	2019-20
Senior Management	14.85	7.34
Middle Management	19.39	23.71
Junior Management	43.63	45.17
Trainees	62	255.91

No. of Trainings	Unit	Internal	External
2018-19	Numbers	46	20
2019-20	Numbers	67	21

Gender-wise average training hours (Unit: Average manhours)

	2018-19	2019-20
Male	38.23	40.56
Female	32.42	38.66

A mandatory induction training for the new joinees are designed to enhance and inculcate different policies of the organisation. This session includes insightful training about the firm which also includes firm's Human Rights policy and anti-corruption behaviour. In the current reporting period 138 and 140 employees





Housekeeping Workshop 2019

We tied up with Tata Strive and Indian Hotels Company Limited (IHCL) for conducting a Housekeeping Workshop in 2019 “Lets Learn Something Better” for more than 750 Housekeeping Contractor staff.

Tata STRIVE, is a group CSR Program of the Tata Group, focusing on skill development and employability. Under the Skill Development Programme of Government of India, the first step of skilling in case of experienced staff is Recognition of Prior Learning (RPL). RPL is a process of evaluating skills and knowledge acquired outside the classroom for the purpose of recognizing competence against a given set of standards, competencies, or learning outcomes.

The 2 Day workshop focussed on topics of First Aid

at Work, Safety practices, Health & Hygiene and topics on sense of pride and ownership to the job. The workshop was followed by an assessment by an external faculty.



Availability of trained and updated staff is must for any airport. During the pandemic, we shall extensively use the virtual medium to conduct training sessions for our employees and senior leadership. The trainings include Induction programme for new joiners, ICAO Safety Management System (SMS) programmes, and Awareness sessions on COVID-19 and HR policies. Over 200 employees were covered virtually on ICAO Safety Management System (SMS) programme. For proper handling of COVID-19 pandemic all front line employees were sensitised and trained. Further awareness & trainings are planned for all our employees towards COVID-19.

As a part of our training initiatives, we are planning for the “COVID – 19 Awareness Certification” training for all employees by Apollo Medskills which will cover details on Coronavirus, its symptoms, respiratory etiquettes and hand hygiene.



LinkedIn E-learning courses

We tied-up with LinkedIn to provide e-learning courses to all our employees. The topics were carefully selected in line with current context like working remotely, managing stress for positive change, building resilience, getting to know remote productivity tools etc. Our senior leadership were also offered online courses at regular basis on topics like Leading Self, Leader as a Coach, Leading Digital Transformations, Leading in a Digital World.



We also have a Bureau of Civil Aviation Security (BCAS) approved AVSEC training institute which is responsible for implementing security related trainings to MIAL staff and stakeholders. These include Standardised Training Package on aviation security, Computer Based Trainings on Security Screening, training on Explosive Handling and Detection.



Health and Safety

We are committed to protecting the health and ensuring high levels of safety for our employees, contractors, customers, passengers and visitors. By implementing workplace safety control measures in compliance with all relevant laws and regulations, we minimise staff injuries as per our objectives and target plans and ensure effective implementation of these measures through regular checks and tests. Looking after employees in a challenging environment requires a consistent focus on health and safety as essential elements of our responsibility as an employer. We believe that good people-management practices generate a working environment where employees are committed and dedicated to giving their best. We also believe in the significance of listening to staff and using staff expertise in solving complex business issues.

Being in the airport industry, health-related issues concerning passengers and stakeholders are crucial in most activities: aircraft operations, passenger transport, cargo, etc. Health and safety is of the topmost priority for us and a prerequisite for a service of consistent quality given the scale of business and the number of passengers visiting the airport. We aim to achieve the highest standards of safety in the aviation sector. We have proper structures in place when it comes to following safety standards at work. Safe behaviour and a commitment to accountability are encouraged and recognised in our Aviation Safety Management System and Occupational Health and Safety Management System in which our commitment to health and safety is part of a rigorous quality management. This ensures compliance to all the safety requirements. We have different safety committees at each department level, safety board at strategic level and safety action team at middle level. The safety board is chaired by the CEO and all Head of Departments (HODs) are a part of the team whereas action team is led by the head of operations who chairs the safety action team. At operational level there is operational team. These teams take care of risk assessment, contract employee, etc. In case of a higher policy it goes to Action committee. Our health and safety team addresses the impacts that are directly linked to its operations. During the COVID-19 global pandemic situation when airport being one of the major interfaces to the outer world, we followed all safety precautions and contributed to following effective measures to meet the current and future security needs of the nation and remain dedicated to keep travellers and our frontline workforce healthy and secure. There are no incidents

of non-compliance concerning the health and safety impacts of products and services.

Personal Protective Equipment (PPEs) are provided to our airside staff to minimise the occupational health risks. There were no occupational disease cases and fatalities to any of our employees during the reporting period. There were zero work-related injuries, no first aid case and lost time injuries. We are certified to OHSAS 18001:2007 (OHSMS standard) as a part of the Integrated Management System (IMS) certification consisting of Quality, Safety and Environment.

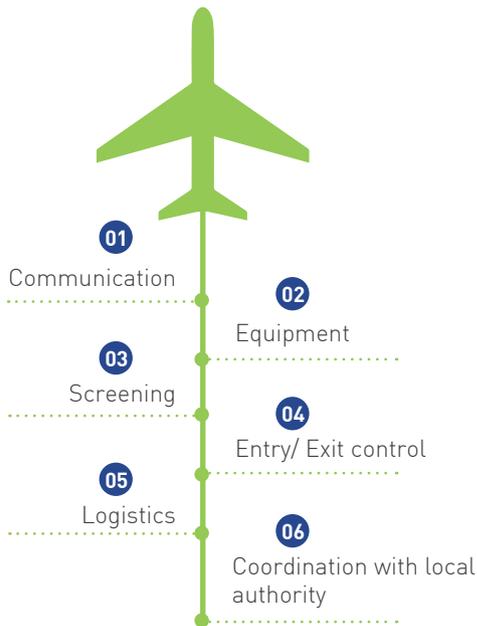


Epidemic monitoring and control measures

We being one of the busiest airports in the world with both international and national connectivity, we are susceptible to disease outbreaks which becomes very risky for our citizens and countrymen. As it is rightly said, with more power comes more responsibility and therefore we have health and safety centric measures in place to decrease the spread of diseases. Our medical services support Government health officials in screening of international passengers and implementing appropriate measures at airport to prevent entry of communicable diseases in the city.

We have an airport preparedness plan in place given by the Airports Council International (ACI) and covers the following areas with a methodical approach.

Airport Preparedness Plan



We have fully operational Automated External Defibrillators (AED) as a part of Public Access Defibrillation (PAD) program. We have installed 117 AED's across the terminals at CSMIA. Our medical services team provides health care and medical services to our workers. We extend the medical services in the form of OPD's, trainings, workshops, safety devices etc.

Tackling COVID Pandemic



The sudden COVID outbreak has caused a humanitarian crisis with drastic restrictions on airport operations to contain the spread of the virus. This resulted the commercial air traffic to come to a standstill however, flights continued for essential services and cargo. We are taking comprehensive measures to fight COVID-19. The elaborate steps taken by the authorities include thermal screening at entry points, minimising the touch points, de-boarding the symptomatic/ suspected passengers, Sanitisation at regular intervals, enforcing social distancing through markings and taking all the required measures to contain the spread. The thermal

screening started in January 2020 for people coming from China and other impacted countries. Various awareness trainings were conducted in house as well as through external faculty on COVID-19 - Myths and facts, COVID-19 do's and don't's and Hand washing. Inhouse virtual training conducted by Head-Medical Services covered 1323 MIAL staff as well as CISF and Airlines staff. Adequate measures are taken for cargo export and import as well as for the repatriation flights. Our efforts towards safety measures have helped in dealing with the alarming situation.



Five Star Audit Awareness Workshop

We prepare our people as much as possible to identify and manage the potential safety risks that might occur while on duty. The seminars and safety trainings are important from the perspective of enabling positive behaviour to achieve safety goals. The workshops have instilled the need for addressing safety related information for all the participants. We have received the prestigious 'Sword of Honour' for demonstrating excellence in mitigating health and safety risks at work. The honour acknowledges the company's accomplishment towards offering a secure and healthy environment to all its stakeholders.

Combating health and safety risks through implementation of new standard in OHSMS programme

Occupational Health and Safety Management System (OHSMS) is an internal audit training program based on ISO45001:2018 organised as we are transitioning from OHSAS18001:2007 to this standard ISO45001 as a part of the Integrated Management System (IMS) certification consisting of Quality, Safety and Environment. We invest hugely on strengthening of existing systems and capacity building of staff to combat safety and health risks.

This programme was attended by 22 personnel from various departments conducted by Lead Trainer from Det Norske Veritas Germanischer Lloyd (DNVGL). This program enhances the awareness of our management staff and employees across the organisation to the risks of unsafe behaviour and conditions.

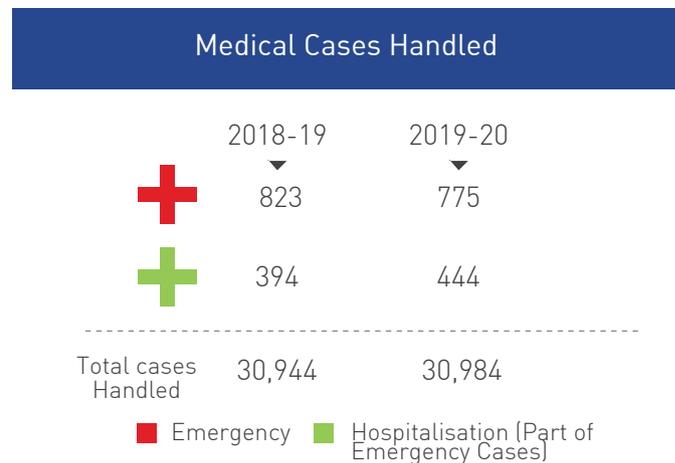
Automated External Defibrillators (AED) and Cardio-Pulmonary Resuscitation (CPR) training

Training session on AED and CPR training was conducted with 340 staff in FY 2018-19 and 213 in FY 2019-20 who participated from MIAL, Etihad, Times OOH, Central Industrial Security Force (CISF), BWFS, Emirates, Singapore Airlines, Air Arabia, Spice jet, Iran Air, AIATSL, Niranta Hotel, APHO, ATC, Custom and Immigration. The training which was imparted to stakeholders laid emphasis on CPR technique and technical usage of AED devices. Patients with severe medical emergencies like cardiac arrest can be revived through right technique of CPR. We are among very few airports in the world with such high number of life-saving equipments across the terminal. We have over 117 AED's at our airport premises. Timely use of AED and CPR can save many lives in emergency situations.



Outpatient Departments (OPDs) conducted by MIAL

In order to facilitate employee welfare activities, "Free Speciality OPDs" like Eye OPD, Skin OPD, Ayurveda OPD, Dental OPD, Cardiologist OPD, Orthopaedic OPD, Endocrinologist OPD, ENT (Ear Nose Throat) OPD, Pulmonary OPD, Gynaecologist OPD, Vascular and Endovascular OPD, Chest (Asthma, Sleep Apnoea) & Smoking Cessation OPD were conducted by MIAL. We have partnerships with reputed hospitals for emergency cases.



Financial Year	No. of OPDs conducted	No. of participants
FY 2018-19	36	487
FY 2019-20	43	473

Life saved at airport

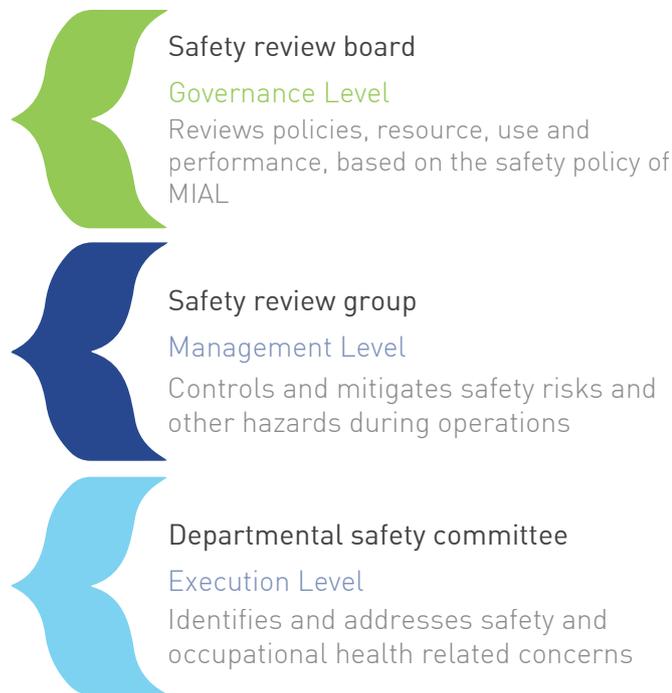
In the late 2019, during an extreme medical emergency we displayed our medical readiness and critical incident support when a 61-year old man had collapsed with face towards the ground and started bleeding from mouth before catching a flight to Brussels. In this challenging situation, our team of doctors and paramedics attended the patient who was unresponsive with no BP and no pulse. He was given necessary resuscitation after which he revived with vitals stable. The patient had a history of Diabetes and Hypertension post examination and was recommended immediate hospitalisation. He was then admitted to the nearest hospital. The readiness and resilience exhibited at the airport saved a life. We have saved a total of 8 lives in FY 2019-20 and 10 lives in FY 2018-19 from life threatening ailments through our professional assistance of medical team.

Health and Safety Management training at workplace

We conducted a one-day training programme on 'Health & Safety Management at workplace'. The training elaborated on Material Handling, Working at Heights, Safety Audits at Workplace, Hazard Identification & Risk Assessment (HIRA) etc. We partnered with the Central Labour Institute (CLI) for providing training programmes to focus on the safety culture at the airport and make safety as our top priority. In all, 40 people from the staff and other stakeholders participated in the session.

Safety Management System

To achieve our objective to provide highest level of safety who comes in contact with our operations, our Safety Management Mechanism is framed using Occupational Health and Safety Management Systems (OHSAS 18001:2007) which identifies, controls and decreases the risks associated with health and safety within the workplace. We adopt a continuous improvement approach towards our safety management practices. The framework demonstrates our sound occupational health and safety performance and adherence to safety norms as per Directorate General of Civil Aviation (DGCA). Risk identification and mitigation strategy is embedded in all our operations including commercial concessionaries through Hazard identification and Risk Management systems and comprehensive health and safety plan. Also, employees are subjected to regular health check-ups and there were no incidences of occupational diseases during the reporting period. We ensure quality of our health services for elimination of hazards and minimisation of risks. Central to our safety strategy is building safety culture and creating safety communities.



In order to ensure compliance with both internal and external safety requirements, we have placed highly trained safety officers in charge of our safety system. Training is provided to all staff on all relevant aspects of occupational health and safety associated with their work, including emergency arrangements. We have developed and installed the 'Safety Occurrence Management' software that has helped us capture and monitor occurrences happening at the airside. The launch of ASMA App is yet another feather in the cap which integrates the tools. The investigation reports help us to improve safety of aircraft operations efficiently by timely detection of operational hazards and system deficiencies. The online intranet portal "MIALiteWorld" has helped in reporting safety incidents that occur within the airport premises. Our medical services department also organised various camps on eve of "World Heart Day", "World Health Day", "World No Tobacco Day" in coordination with reputed hospitals. A total of 383 staff members participated in FY 2018-19 and 79 members in 2019-20. These continuous improvement initiatives have helped systematically identify, assess and manage foreseeable aviation-specific safety issues and work health and safety risks. All workers in the MIAL premises are covered under the Safety Management System of MIAL. However, the data we are reporting is limited to MIAL employees and there was no worker related injury and no incidences of ill-health.

Departmental Safety Meeting

The ground and ramp safety hold significant importance for effective airside operations. We conduct departmental safety committee meetings regularly to review implementation of our safety systems at the airside. The meeting is attended by the staff including contractual workers. Safety related issues and concerns are shared in the meeting. We encourage incidents and near misses to be reported via our Safety Management System so that corrective actions are implemented with further improvements. The effectiveness of safety process depends on safety communication on all levels of management and supervision within the premises.

Year	FY 2018-19	FY 2019-20
No. of Departmental Safety Meetings	18	38
No. of MIAL Participants	122	359
No. of outsourced Agency Representation	91	166

Few of our long-term safety goals are

- Reduce the wildlife strikes
- Encouraging and promoting active lifestyle and increased focus on their health of employees.
- Focus on psycho-social wellbeing of the people
- Assistance for stress management to employees by providing medical and psychiatric mental health support.

Airside Safety

Airside Safety measures and risk prevention are of utmost importance to us as an operational system. The main focus of the airside safety division is to maintain a safe and secure environment for aircrafts, vehicles, personnel and travellers. Our stakeholders understand their roles and responsibilities well for greater efficiency. When working at the airside, we have our own set of unique challenges with respect to safety and security. Our worksite safety group is accountable for carrying out operations in safe manner. This group is in charge of providing safety briefings to the on-site workers and contractors to avoid any accidents and address unforeseen situations. It also facilitates apron control with respect to handing over and taking charge of operational areas with maintenance of proper records. Regular safety audits, runway safeguarding, and inspection of worksites is essential for ensuring compliance of safety norms, conditions and guidelines by airside workers. The boundary of reporting safety and incident data for contractors does not come under the purview of MIAL.

Airport Emergency Committee (AEC)

The objective of the Airport Emergency Committee (AEC) is to ensure readiness of the airport to provide efficient and effective response to emergencies which include aircraft, medical emergencies, natural calamities or a combination of these. The AEC ensures deployment of airport-based resources are well co-ordinated with the responses by emergency services and community resources so that appropriate priority is accorded to ensure the preservation of life and property.



Launch of Airside Safety Mobile App (ASMA) for smarter airside operations

In order to simplify the safety audit process, ASMA was launched which integrates tools where safety officers spend much of their day's work like Runway inspection, Taxiway inspection, Apron inspection, Ramp Handling Checklist and Vehicle Handling Checklist. Primarily, ASMA enhances the way we work with less switching between tasks. It captures digital filing of the operational deficiencies on airside and tracking of the same. It also allows monitoring and alerting appropriate authorities with respect to filed deficiency reports. In addition to routine checklists, it also provides access to relevant ICAO

documents, ACI manuals, DGCA documents, Notices to Airmen (NOTAMS), Federal Aviation Administration (FAA), Aerodrome manual etc. Features like email alerts, SMS service is enabled. The prominent features of app include operation-friendly mechanism, accessibility, transformation of operations from paper-based to digital, data analysis, better collaboration between stakeholders, secured access, report generation etc. The application has proved exemplary for the Airside Safety and IT teams for simplifying processes and reducing response time.

Runway Safety

Our Safety Department conducted a Runway safety seminar on January 28, 2019. The event experienced an audience of 220 participants. The delegates and attendees spoke about material topics like 'Runway Incursion and Excursion Trends & Analysis', 'Human Factors in Runway Safety', 'Communication and Runway Safety', 'Runway Safety from Airport and Airline Perspective' and 'Use of Technology to Enhance Runway Safety'. Dignitaries from across the aviation industry gathered under one roof to discuss aviation industry challenges and possible solutions. The event gave an excellent opportunity for the participants to learn and interact with a large number of Runway safety experts from diverse backgrounds, organisations, disciplines and countries, including those from air navigation



service providers, civil aviation authorities, airports, airlines and other allied agencies. The event acted as a knowledge pool for aviation experts on safety related aspects.

Security Practices

Airport security measures have evolved with time. As a responsible operator, we work tirelessly to obliterate all illegal and unlawful interference with civil aviation. Through a combination of measures and resources, we work towards ensuring the safety of passengers, crew, ground personnel and the general public. Our overall goal is to provide the safest and most secure facility possible. The security at CSMIA is independently maintained by Central Industrial Security Force (CISF), a paramilitary force under the Ministry of Home Affairs responsible for implementing security practices across the airport.

Security at CSMIA is carried out in two ways:

- Anti-Hijacking Measures
- Anti-Sabotage Measures

Anti-Hijack measures are carried out by CISF while Anti-Sabotage measures are partially carried out by MIAL and airlines.

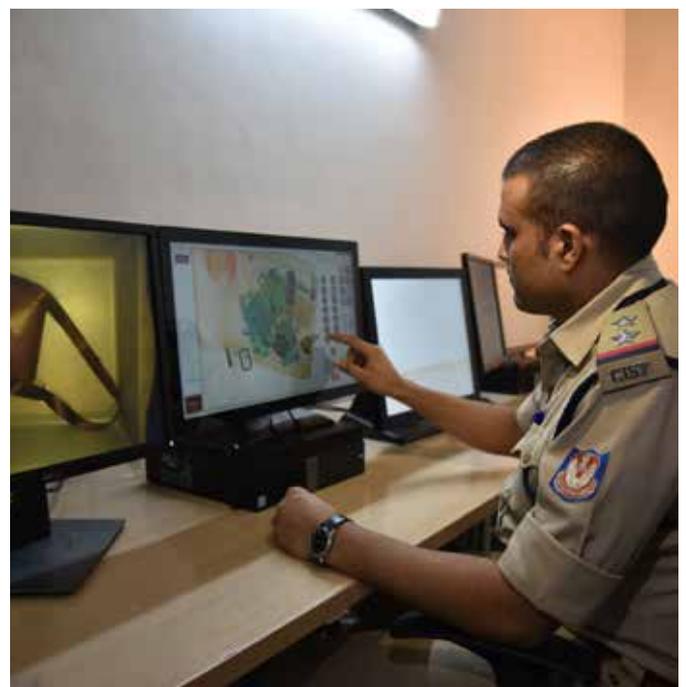
These four units are responsible for maintaining a secured environment across the airport.



- Anti-Hijacking Unit
- Support unit
- Protection unit
- Intelligence and surveillance unit

Disability awareness initiative for Staff

We conducted a one-day Disability Awareness and Sign Language Workshop for the staff who interact with the customers frequently. The training was designed to understand the diverse needs of passengers with different disabilities and provide required assistance, understand different disabilities including hidden disabilities such as autism; understand disability and overcome awkwardness while interacting with disabled persons without making them feel uncomfortable; understand the assistive devices used and understand the basics of sign language and also using the sign language to interact with disabled passengers. The training was highly appreciated by the participants for its inclusive approach.



Mock Exercise for Disaster Preparedness

In order to respond to disaster preparedness, we organised a mock exercise 'Aircraft Accident off the Airport' on September 15, 2019. The exercise was jointly organised by us in coordination with the Municipal Corporation of Greater Mumbai (MCGM) and GoAir. For making the exercise more realistic, a dummy aircraft was created and partially set on fire to simulate the magnitude of the situation. A hypothetical situation was created wherein a domestic passenger aircraft in the process of landing just a few minutes away from the airport descended and crashed at the SNDT University ground due to an engine failure. The local police were actively involved for panchnama of the 'deceased'

passengers allowing for their movement to Cooper Hospital for 'post-mortem'. In addition, arrangements were made for all the 'rescued passengers' to reunite with their family and friends after this traumatic incident.

We regularly conduct mock drills as well which are real-time simulated exercises to check the efficiency of procedures and responding personnel to minimise the effects of a real emergency while saving lives, property and environment without impacting flight schedules as well as check preparedness of our stakeholders in occurrence of any disaster.



First airport in the country to conduct a simulated emergency response drill at night

We conducted a real-time simulated mock drill to check the efficiency and response of procedures and personnels on April 24, 2019. It was an emergency response drill in the night to ensure emergency preparedness 24X7. The mock drill was held by simulating a situation of the collision between a passenger aircraft and a landing cargo aircraft during the late evening hours. The full-scale emergency exercise witnessed the involvement of more than 1,000 participants. The drill exercise included the participation of DGCA, Airlines, Ground Handling Agencies, Indian Coast Guard, hospitals, Mumbai Fire Brigade, Mumbai police, State Disaster Management Authority and CISF. We used our newly acquired best-in-class rescue stair during the drill. The simulation included 210 passengers and six crew members on the passenger aircraft and four crew members on the freighter aircraft who were grouped into four categories of casualties. The casualties requiring hospitalisation were rushed to the hospitals with whom MIAL already has an MoU in place for responding to such contingencies.



Customer Delight

Working towards our vision of becoming world's best airport facility, we strive to meet the expectations of our customers at every stage of our operations. We consider a range of stakeholders as our customers for the purview of our services. In addition to our passengers, we consider the family, friends, colleagues accompanying the passengers along with intermediary groups such as airlines staff, tenants, government agencies, etc. as our customers and ensure their comfort and convenience throughout our operations.

Customer expectations are central to our operational initiatives and we try to meet those through innovative and customised solutions designed by collaborating with our business partners. We have adopted customer satisfaction guidelines (ISO 10002) which focuses on complaints handling process along with mechanism for resolving customer related issues

and review process. This review process also helps to recognise the requirements and expectations of our customers and formulate plans of action to accommodate the same. We have a Quality and Customer Care Department to take care of all our customer requirements. To further understand the needs of our customers, we conduct an internal Objective Quality Survey (OQS) whose results enable us to not only design our solutions in line with their expectations but also meet those in a timely manner.

Additionally, we also operate in a way which protects the privacy and security of our customer data. We ensure that there is no loss or leak of the data and personal information. During the reporting period, there were no substantiated complaints concerning breaches of customer privacy and losses of customer data.

Customer Service and Quality



Feedback Management and ASQ

It analyses feedback received through various surveys and ensures that complaints are resolved.



Customer Service Operations and Testing

It provides training to passenger service executives to ensure that the customers receive best service quality and a great experience.



Airport Contact Center

It helps passengers to resolve their queries and provide required information via telephonic helpline. It provides Airport staff to report any faults in facilities and services.

Initiatives to improve connectivity for passengers at the airport

Connectivity is an important aspect of our operations and therefore we undertake several measures to establish good connectivity keeping the convenience of our customers in mind. We pay utmost attention to the needs and expectations of our customers and continuously take efforts to enhance and upgrade our services with help of our customer centric solutions. These are some of the initiatives taken to improve the connectivity for the passengers during the reporting period.

- 1 Introduced AC BEST mini-bus service at terminal T2 to establish connectivity from airport to the metro station
- 2 Upgraded infrastructure to improve inter connectivity between the cab pick-up points for passengers at terminal T2 for easy access to cab services
- 3 Integrated an auto pick up and drop points at terminal T1 and T2 for easy access to auto services for passengers
- 4 Introduced bus services in collaboration with MSRTC for convenience of the passengers
- 5 Introduction of pre-payment counters for passengers at the airport premises
- 6 Ensuring safe cab services to women during the night hours, women driven cab services have been introduced at both the terminals of the airport.

Serving the passengers through Guest Services wing 'Pranaam'

Providing customers with best quality facility and services has always been a priority at CSMIA. Through our unique customer centric services, known as 'Pranaam', we provide the passengers with seamless services assisting them while arriving, departing and transiting through the airport. To further enhance the quality of our services, we undertook several steps at Pranaam during the reporting period.

- 1 Introduction of pre-paid porter service for service assurance to guest and efficient planning of operations for porter service.
- 2 Enhancing the service levels to the highest standards to curate seamless and luxurious experience for the guests by providing passengers with additional free of cost porter, easy rescheduling, cancellation benefits and making the best use of airport infrastructure by providing guided tour of airport museum- Jaya He Museum
- 3 Introduced Skycap (prepaid porters service) for partner travel agencies
- 4 Introduced instant Business to Customer (B2C) booking within 24 hours for ease of travel with immediate confirmation to customers time and early commitment
- 5 Introduced Magic of Service initiative to amplify the stakeholder engagement aimed at driving service excellence 'key to all services development'
- 6 Annual engagement with customers and stakeholders in line with International Customer Service week at driving service excellence as a key to all service development.
- 7 Expanded horizons to service VIP Groups including high profile destination wedding groups, sports groups and luxury cruise liners



Towards the end of FY 2019-20, we invited the children from NGO Anubandh Foundation and other BMC schools, to walk through the history of Indian Arts and crafts at our Jaya He Museum.



On the occasion of Women's day, we invited the mother's of our employees to spend some time at the airport. Through various activities we expressed our gratitude towards their contribution in our life.



To instill the values of ownership and pride in the place of work, MIAL invited officers from various departments of Immigrations, Customs and CISF, including Housekeeping and other stakeholders (a total of almost 240 people), 'Jaya He Safari' in different batches. Learning about the various arts and crafts of India, the expanse of its rich heritage and age old traditions, helped them to look beyond their mundane, routine work-life.





PaaolKhoona Festival at Jaya He

To raise awareness of the fact that museums are an important means of cultural exchange, through our Jaya He Museum, we organised an art festival called Paaolkhoona. The fest focused on the unexplored indigenous aspects of 5 regional cultures of Maharashtra. This was in line with the theme of International Council of Museums (ICOM), "Museums as Cultural Hubs: The future of Traditions".

The festival focused on all the unexplored indigenous aspects of Maharashtra, to unfold the untold stories over 75 days (May, June, July 2019) at T2. All the events were curated around its history, art, culture, food, dance, music and its People. The travellers got a chance to explore, get entertained and experience the essence of the state with activities like gajra making, storytelling, pottery, dance performances, art installations and a fashion show which fashioned traditional Maharashtrian fabrics into a contemporary wear.

The festival brought all audience types; from travellers to concessionaires, all age groups; from a child to a grandmother, and from all communities and culture; domestic and International to engage with Arts and crafts, histories and stories of Maharashtra. It engaged almost over 03 lakh people and collaborated with over 100 artists, agencies, institutions.



Community Development



Airports are drivers of metropolitan and regional economic development as they generate thousands of jobs in core airport operations (airlines, ground handling, security, customs, maintenance, etc.), as well as in an ever-widening range of nonaeronautical activities: retail, industries, R&D, hotels, leisure, offices, exhibition centres and other services). Our operations are not only limited to economic upliftment of our stakeholders, but we are committed to the cause of the underprivileged sections of society and have been working relentlessly to bring about a change in the lives of our communities with a multi-faceted approach.

Being one of the responsible business entities operating in one of the largest and busiest airports in the country, we pool our strengths to address increasingly complex social issues. In line with our corporate social contribution policies, we work on initiatives that address issues relevant to maintain a strong positive link with the communities. We have undertaken extensive community engagement in areas focused on education, healthcare, environment, art & culture and gender equality. We are active in promoting social contribution activities and recognise

that contributing to the development of communities by sharing its own management resources also enhances the business environment and promotes exponential growth. Together with our employees, we are transforming how our communities learn, live and work.

Our CSR objectives clearly state to make CSR our key business process for sustainable development and to impact lives of our communities along the value chain of our businesses.

The Board is responsible for ensuring the CSR mission and its objectives are accomplished. We are committed to bring about a positive change in the lives of our stakeholders and communities.

The implementation of our Community Development initiatives align with our CSR objectives, which falls under the Companies Act, 2013. The Board regularly reviews the implementation of CSR initiatives from time to time. The CSR Committee meets at least once in a year to monitor the implementation of CSR activities. The Committee also ensures that the policy is amended from time to time.





Promoting education for under-privileged children, supporting the socially backward and helping differently-abled people



High Quality, value-based education to underserved children

We believe that every child has the right to be educated. In line with our philosophy of providing quality education to the deprived children, we partnered with ASEEMA Charitable Trust, Mumbai and have been able to impact 40 students from marginalised communities with adequate education facilities. The children are provided teachers, who are inclined to follow a child friendly approach, making the learning environment stimulating, safe and creating a culture that respects the child and encourages learning. The integrated development and child-centered approach helps in creating a learning environment. Various teaching aids are used by the teachers such as songs, videos, charts, flash cards, etc. in the classroom.

The Activity Based Learning (ABL) Method is suitable to the needs of children and meets demands of the curriculum. ABL allows

interdisciplinary learning and overall personality development which helps empowering the children to lead their life with dignity.



Upskilling programs for differently-abled people

As part of our initiatives in education along with providing livelihood opportunities for deaf people, we partnered with Development Education Empowerment for the Disadvantaged in Society (DEEDS) in Mumbai to support them with life enhancing skills. The project boosted their employability and self-confidence. We serve the community of deaf people by providing free education and vocational training which in turn helps them in improving their livelihoods. Basic literacy training as well as tailoring skills were imparted to around 154 deaf students resulting in better livelihood opportunities during the reporting period. Not only this, the students also overcome their inability to contribute towards income of the family especially in a low-income household.





Educating under-privileged children through audio visual smart classroom

With upgradation of software-enabled classrooms, we are consistently making efforts towards a digitised environment for kids. In our constant endeavour to upgrade the existing infrastructure, we tied with Guruji World Technologies Pvt. Ltd. for innovative, affordable technology-based education. Through this initiative, the teachers are empowered by means of interactive learning content. The teachers are given need-based training by means of Activity Based Learning to create a joyful environment for the children by means of Information and Communications Technology (ICT) tools. The use of G Klass AV Classroom e-learning facility gives a child-friendly school infrastructure for the children to thrive. G Klass is the e-learning provision, designed for students.

The program is uniquely designed to provide smart classroom with e-learning content for Std I to VII

at MCGM Dixit School and another one for Std I to VIII at NMMC (Navi Mumbai Municipal Corporation) School. Teacher trainings and refresher trainings are conducted based on ICT tools. The safe learning environment help kids build their mental capacity as they are not afraid to ask questions from teacher. The digital classrooms have also helped children to keep pace with the changing times.



Scholarship support for higher education

With the help of our associated NGO partner UMANG Foundation, we were able to support 12 girls and 10 boys towards their higher education. Based on the need assessment, 22 students were identified, shortlisted and scholarship was provided to meritorious underprivileged students from the local community in the state of Maharashtra. Our program is a step towards providing higher education to ensure the right of education to all.





Mid-day meal program to encourage education

With a pursuance towards the focus area, we implemented a pilot project to support the noble cause of funding towards Mid-day meal program of ISKCON "Food for Life Food for Soul. The program shall increase the rate of attendance amongst school students thus encouraging education along with provision of value education, nutritional requirement and eradicating hunger. For this we associated with NGO partner "ISKCON". As part of the program highly nutritious mid-day meals were cooked in ISO 9001 certified ISKCON common kitchens with highest emphasis on quality of food being cooked and served to the children. The kitchen is connected with schools through hub and spoke model and the entire process is very efficiently managed, to ensure piping hot best quality nutritious food reaches students' plate

each day. Through this program we supported the nutritious food requirement for 30 students for the year FY 2019-20 in the Vada district of Maharashtra.



Supporting with preventive Health care



Supporting awareness and treatment of patients with Haemophilia

Haemophilia is a rare disorder that impairs the body's ability to make blood clots, a process needed to stop bleeding. Lack of proper health infrastructure, lower awareness, lesser visibility of patients and lesser knowledge helps the disease to penetrate deeper amongst the population. We identified the medical emergency in the health care sector and tried to raise awareness and intervene in our capacities. In line with our persistent efforts towards health care initiatives, awareness creation was done as part of societal awareness for their families at Thane Civil Hospital. We also helped in treatment of haemophilic patients by distributing Anti Haemophilic Factor (AHF) to 14 Von Willebrand Disease (VWD) patients, Factor 8 & Factor 9 patients by distributing free of cost.





Health Initiative for Leprosy elimination

Lack of quality health services for treatment of Leprosy drives our passion towards working for the cause of creating awareness and providing uninterrupted facilities to reduce the burden of disease and disability among people who cannot afford good health services. We partnered with Association for Leprosy Education, Rehabilitation and Treatment-India (ALERT-India) for Leprosy Case detection (hidden cases), Treatment and prevention of Disability in Mahad and Murud blocks of Raigad District, Maharashtra. During the reporting period, 169 suspects were screened for diagnosis at the Leprosy Referral Centres (LRCs). The Leprosy Elimination Action Programme (LEAP) has strengthened the integration of leprosy programme. Under this programme, physiotherapy is given to existing patients to arrest disability along with aids & appliances. The focus of this project is to ensure sustainability of quality leprosy service at LRCs in rural and urban hospitals of Mahad and Murud.

Awareness material were also provided though ASHA workers. 157 ASHA workers were trained to identify Leprosy cases and 370 beneficiaries were referred for diagnosis of leprosy during the reporting period. 47 aids and appliances were provided for leprosy cases.



Primary Health Care for Migrants

With an objective of community engagement for health programs, MIAL has partnered with "ADHARSHILA" to support financially for Providing emergency medical care, Preventive health care, sanitization and safe drinking water to underprivileged migrant community in New Delhi.

The aim of the project is to achieve, expand the outreach of a migrant-sensitive health system by setting up easy to reach primary health centers, provide primary care coverage for women and children from migrants and low-income groups, offer services for prompt medical attention to women who lack family and community support because migrants are an important link in the chain of economic growth of our country and contribute towards UN Sustainable Development Goals to ensure healthy lives and

promote well-being for all at all ages. We supported the program by funding the OPD cost of around 1170 individuals through this program.





Ensuring environmental sustainability, ecological balance, protection of flora and fauna and the conservation of natural resources



Afforestation Programme

Maintenance of ecological balance and a perfect environment has been of utmost importance to us. We are undertaking various initiatives at the airport like afforestation programmes implemented by MIAL in collaboration with NGO Hariyali. Hariyali works in the field of protection and upgradation of environmental conditions and is formed by experts who come from cross-sections of the society with a pool of academicians, field workers, writers, speakers, researchers, scholars, scientists, professionals from various disciplines. The program began in FY 2016-17 in Tetavali-Rabale by adopting one-acre degraded land for tree plantation and maintenance. The 90% survival rate of plants through our constant efforts pushed us to expand the project by two more acres for planting indigenous trees to ensure ecological balance which are scientifically selected by the pool of experts. The trees planted earlier have resulted in nesting of birds, more butterflies and enhanced biodiversity.

The tree plantation helps in achieving the goal of increasing the green cover spaces. This project helps build oxygen hubs by planting trees, adding organic supplements to improve soil fertility and building nesting structures to attract birds, thus eventually creating a self-sufficient ecosystem. Other multiple benefits of the programme are water conservation, improving flora and fauna prevention of soil erosion, maintaining CO₂ sink, forest eco-system as well reduction of GHG Emissions from the environment.



Rainwater Harvesting structure in a Zilla Parishad School for the under-privileged children

Insufficient amounts of water for domestic and daily purposes creates havoc for people with limited availability of water. In collaboration with Umang Foundation, we have contributed for the provision of water storage facility for children, community use and recharge ground water and underground reservoirs by helping to develop rainwater harvesting structures in village school of Asnoli, Shahapur District of Maharashtra.

The challenge of water scarcity is solved along with storage of filtered rainwater in natural water reservoirs. The increase in the level of ground water table has resulted in benefit to nearly 300 students of the school and to the local community in the village.





Promoting gender equality and empowering women



Upgrading computer lab for girls' school

With an objective to encourage our girls for their computer education, MIAL in association with Canossa Society in Vasai, Maharashtra supported a government granted girls school to upgrade their existing computer lab by providing 12 new computers as per the schools' requirement to ensure a chance for quality computer education to underserved girls of our society and thus ensuring a step towards women empowerment.



Construction of Sanitation units for girl child

We have been on the front-foot when it comes to empowering women through our CSR initiatives. One such initiative is our support to UMANG Foundation for construction of toilets in ZP School of Asnoli, Shahapur, Thane, Maharashtra. The toilets shall be utilised by girl students and special toilets were also constructed for specially-able girl students.

Our support has been instrumental in ensuring proper sanitation and personal hygiene for girls and help in nation-wide Swachh Bharat for all.



SDG Mapping

SDG 1 - No Poverty 

Community Development	80
Economic Performance	39

SDG 2 - Good Health and Well Being 

Community Development	80
Health and Safety	68

SDG 4 - Quality Education 

Community Development	80
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SDG 5 - Gender Equality 

Employee Well-Being	60
Corporate Governance	30

SDG 6 - Clean Water and Sanitisation 

Community Development	80
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SDG 7 - Affordable and Clean Energy 

Environmental Performance	44
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SDG 8 - Decent Work and Economic Growth 

Employee Well-Being	60
Corporate Governance	30

SDG 9 - Industry, Innovation and Infrastructure 

Infrastructure Development	25
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SDG 10 - Reduced Inequalities 

Economic Performance	39
Employee Well-Being	60

SDG 12 - Responsible Consumption and Production 

Environmental Performance	44
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SDG 13 - Climate Action 

Environmental Performance	44
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SDG 15 - Life on Land 

Environmental Performance	44
Community Development	80

Assurance Statement

INDEPENDENT ASSURANCE STATEMENT



Introduction and objectives of work

Bureau Veritas (India) Pvt. Ltd. has been engaged by **Mumbai International Airport Ltd.** (MIAL) to conduct an independent assurance of its Sustainability Report 2018-20. The Report has been prepared in accordance with Global Reporting Initiative (GRI) Standards: Comprehensive option. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the Sustainability Report are the sole responsibility of the management of MIAL. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

The assurance process was conducted in line with the requirements of the AccountAbility 1000 Assurance Standard 2008 (AA1000AS) with 2018 addendum; Type 2, Moderate Level assurance. The scope of work included:

- Data and information included in the Sustainability Report 2018-20 for the **reporting period 1st April 2018 to 31st March 2019 and 1st April 2019 to 31st March 2020;**
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 Assurance Standard (2008)¹
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact²
- Evaluation of the Report against the principles of Accuracy, Accessibility, Balance, Clarity, Comparability, Reliability, Timelines and Stakeholder Inclusiveness, as defined in the GRI Sustainability Reporting Standards 2016. Evaluation of GRI 303: Water & GRI 403 :Occupational Health and Safety was done as per GRI Sustainability Reporting Standards 2018 & Evaluation of GRI 306: Effluents and waste was done as per GRI Sustainability Reporting Standards 2020.

The level of assurance has been applied as **'Moderate'** for all sections of the report.

Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Audit was done remotely through video conferencing at MIAL on 03/11/20, 04/11/20, 05/11/20, 06/11/20 and 07/11/2020. Bureau Veritas interviewed personnel of MIAL including
 - Environment, & Sustainability team
 - Senior Management from Environment & Sustainability
 - Department/Section Heads of Corporate Governance, Finance, Human Resources, Procurement, Slot & Data Management, Engineering & Maintenance, Security and Airside Safety and Occupational Health & Safety
 - Company Secretary

¹Published by AccountAbility: The Institute of Social and Ethical Accountability <http://www.accountability.org.uk>

²The principle of "Impact" is indirectly implied. Though it has come as a result of a revision in the Assurance Principles Standard (APS) to its 2018 version; the AA 1000 AS version continues to remain the same (2008) but refers to the APS previous version of 2008

2. Review of documentary evidence produced by MIAL;
3. Remote audit of performance data on a sampling basis and data trail to its source;
4. Virtual Site visit to the facilities at Chhatrapati Shivaji Maharaj International Airport, Mumbai;
5. Review of MIAL's data and information systems for collection, aggregation, analysis and review;
6. Review of stakeholder engagement activities by a review of the records maintained in respect of the stakeholder engagement workshop facilitated by MIAL;
7. Evaluation of information against Global Reporting Initiative Standards & Sector Disclosures for Airport Operators and as per the reporting principles of GRI 101:Foundation 2016 viz., Stakeholder inclusiveness, Sustainability context, Materiality & Completeness (for content) and Accuracy, Balance, Clarity, Comparability, Reliability and Timeliness (for quality);

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The work was planned and carried out to provide "**Moderate**"; rather than absolute level of assurance and we believe it provides a reasonable basis for our conclusions.

Our findings

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

- Nothing has come to our attention to indicate that the reviewed statements within the scope of our verification are inaccurate or that the information included therein is not fairly stated;
- It is our opinion that MIAL has established appropriate systems for the collection, aggregation and analysis of quantitative data on most of the sustainability indicators
- The Report provides a fair representation of MIAL's activities over the reporting period;
- The information is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over MIAL's performance and status during the reporting period;
- The Report properly reflects the organisation's alignment to and implementation of the AA1000 Assurance Standard (2008) principles of Inclusivity, Materiality, Responsiveness and Impact in its operations. Further detail is provided below;
- MIAL has processes in place for consulting and engaging with its key stakeholders in a structured and systematic manner

Alignment with the principles of AA1000AS (2008) with 2018 addendum

Inclusivity

MIAL has a process in place for engaging with a range of key stakeholders including passengers, employees, airlines, the Airports Authority of India, vendors, concessionaires, ground handlers, cargo logistics companies, fuel supplying companies as well as other Government and local and municipal bodies. MIAL has undertaken formal stakeholder engagement with the support of external consultants.

Materiality

The Report addresses the range of environmental, social and economic issues of concern that MIAL has identified as being of highest material importance. The identification of material topics has been carried out using a materiality matrix that ranks various aspects in terms of their relative significance to MIAL's stakeholders and to MIAL's business itself. MIAL was able to identify a total of seven material topics as being relevant to its business operations.

Responsiveness

MIAL is responding to those topics it has identified as material and demonstrates this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

Impact

There is no finding from our assessment that MIAL had not monitored, measured or has not been accountable for its actions related to its material topics and their effect on the broader ecosystem.

Specified Sustainability Performance Data

Performance data within the report continues to be gathered through a variety of data systems and processes. Our assessment indicated that these systems and processes for gathering the data could be considered as reliable.

Evaluation against Global Reporting Initiative (GRI) Sustainability Reporting Standards 2016, 2018, 2020

Bureau Veritas undertook an evaluation of MIAL's Sustainability Report against the GRI Sustainability Reporting Standards and Sector Disclosures. This included cross checking the GRI index table against all the reference documents to provide an opinion on the self-declared GRI reporting option.

Based on our work, it is our opinion that MIAL's Sustainability Report has been prepared in accordance with the GRI Reporting Standards 2016. Evaluation of GRI 303: Water & GRI 403 :Occupational Health and Safety was done as per GRI Sustainability Reporting Standards 2018 & Evaluation of GRI 306: Effluents and waste was done as per GRI Sustainability Reporting Standards 2020 including appropriate consideration of the Reporting Principles and necessary disclosures to meet the requirements of GRI Standards' Reporting Option "**In accordance-Comprehensive**".

Limitations and Exclusions

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

- Activities outside the defined assurance period;
- Positional statements (expressions of opinion, belief, aim or future intention by MIAL and statements of future commitment);
- Competitive claims in the report claiming "first airport in India", "first time in India", "first of its kind", etc.
- Our assurance does not extend to the activities and operations of MIAL outside of the scope and geographical boundaries as well as the operations undertaken by any subsidiaries or joint ventures of the Company.
- Our assurance of the economic and financial performance data is based only on the Audited annual report³ of MIAL for the Financial Year 2018-19 & unaudited annual report for the Financial Year 2019-20 since audited financial results for Financial Year 2019-2020 were not finalized at the time of assessment.

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

³The audited financial results were not available for Financial Year 2019-20. Audited financial results were available for Financial Year 2018-19. MIAL provided assurance team with unaudited financial statement for Financial Year 2019-20 & audited financial statement for Financial Year 2018-19.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with almost 190 years history in providing independent assurance services, and an annual turnover of Euros 4.9 billion. Bureau Veritas operates 8 lines of business, serving 400,000 clients worldwide.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with MIAL, its Directors or Managers beyond that required of this assignment. We have conducted this verification independently, and there has been no conflict of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 6 years combined experience in this field and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

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Jitendra Kadam
Lead Assuror



Sanjay Patankar
Technical Reviewer

Mumbai, India
09-Dec-2020



GRI Content Index

Disclosure Number	Disclosure Title	Page Number	Chapter
GRI 102: General Disclosures 2016			
102-1	Name of the organisation	17	Organisational Profile
102-2	Activities, brands, products, and services	17	Organisational Profile
102-3	Location of headquarters	17	Organisational Profile
102-4	Location of operations	17	Organisational Profile
102-5	Ownership and legal form	17	Organisational Profile
102-6	Markets served	17	Organisational Profile, CSMIA by numbers
102-7	Scale of the organisation	27, 28	CSMIA by numbers
102-8	Information on employees and other workers	60	Employee Well Being
102-9	Supply chain	41	Economic Performance
102-10	Significant changes to the organisation and its supply chain	30, 41	Economic Performance
102-11	Precautionary Principle or approach	30	Corporate Governance
102-12	External initiatives	37	Corporate Governance
102-13	Membership of associations	36	Corporate Governance
102-14	Statement from senior decision-maker	1, 3, 5	Message from Executive Chairman
102-15	Key impacts, risks, and opportunities	34	Corporate Governance
102-16	Values, principles, standards, and norms of behavior	17, 32	Organisational Profile
102-17	Mechanisms for advice and concerns about ethics	32	Corporate Governance
102-18	Governance structure	31	Corporate Governance
102-19	Delegating authority	31	Corporate Governance
102-20	Executive-level responsibility for economic, environmental, and social topics	32	Corporate Governance
102-21	Consulting stakeholders on economic, environmental, and social topics	20	Stakeholder Engagement and Materiality
102-22	Composition of the highest governance body and its committees	31	Corporate Governance
102-23	Chair of the highest governance body	31	Corporate Governance
102-24	Nominating and selecting the highest governance body	31, 33	Corporate Governance

Disclosure Number	Disclosure Title	Page Number	Chapter
102-25	Conflicts of interest	33	Corporate Governance
102-26	Role of highest governance body in setting purpose, values, and strategy	30	Corporate Governance
102-27	Collective knowledge of highest governance body	31	Corporate Governance
102-28	Evaluating the highest governance body's performance	33	Corporate Governance
102-29	Identifying and managing economic, environmental, and social impacts	19	Stakeholder Engagement and Materiality
102-30	Effectiveness of risk management processes	34	Corporate Governance
102-31	Review of economic, environmental, and social topics	19	Stakeholder Engagement and Materiality
102-32	Highest governance body's role in sustainability reporting	15	About the report
102-33	Communicating critical concerns	34, 35	About the report
102-34	Nature and total number of critical concerns	--	Not applicable as there were no critical concerns
102-35	Remuneration policies	33	Employee Well Being
102-36	Process for determining remuneration	33	Employee Well Being
102-37	Stakeholders' involvement in remuneration	33	Corporate Governance
102-38	Annual total compensation ratio	33	Corporate Governance
102-39	Percentage increase in annual total compensation ratio	33	Corporate Governance
102-40	List of stakeholder groups	20	Stakeholder Engagement and Materiality
102-41	Collective bargaining agreements	--	Not applicable as there are no formal agreements
102-42	Identifying and selecting stakeholders	20	Stakeholder Engagement and Materiality
102-43	Approach to stakeholder engagement	20	Stakeholder Engagement and Materiality
102-44	Key topics and concerns raised	21, 22	Stakeholder Engagement and Materiality
102-45	Entities included in the consolidated financial statements	16	About the report
102-46	Defining report content and topic Boundaries	16	About the report
102-47	List of material topics	24	Stakeholder Engagement and Materiality
102-48	Restatements of information	15	None
102-49	Changes in reporting	16	About the report

Disclosure Number	Disclosure Title	Page Number	Chapter
102-50	Reporting period	16	About the report
102-51	Date of most recent report	16	About the report
102-52	Reporting cycle	16	About the report
102-53	Contact point for questions regarding the report	16	About the report
102-54	Claims of reporting in accordance with the GRI Standards	16	About the report
102-55	GRI content index	92	GRI Content Index
102-56	External assurance	16, 88	About the report, Assurance Statement
GRI 103: Management Approach 2016			
103-1	Explanation of the material topic and its Boundary	24	Stakeholder Engagement and Materiality
103-2	The management approach and its components	25, 39, 44, 60, 68, 76, 80	Infrastructure Development, Economic Performance, Environmental Excellence, Employee Wellbeing, Health and Safety, Customer Delight, Community Development
103-3	Evaluation of the management approach	25, 39, 44, 60, 68, 76, 80	Infrastructure Development, Economic Performance, Environmental Excellence, Employee Wellbeing, Health and Safety, Customer Delight, Community Development
Economic			
GRI 201: Economic Performance 2016			
201-1	Direct economic value generated and distributed	39	Economic Performance
201-2	Financial implications and other risks and opportunities due to climate change	40	Economic Performance
201-3	Defined benefit plan obligations and other retirement plans	62	Economic Performance Employee Well Being
201-4	Financial assistance received from government	--	No financial assistance have been taken from the government in the current reporting year

Disclosure Number	Disclosure Title	Page Number	Chapter
GRI 202: Market Presence 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	65	Employee Well Being
202-2	Proportion of senior management hired from the local community	61, 65	Employee Well Being
GRI 203: Indirect Economic Impacts 2016			
203-1	Infrastructure investments and services supported	41	Economic Performance
203-2	Significant indirect economic impacts	41	Economic Performance
GRI 204: Procurement Practices 2016			
204-1	Proportion of spending on local suppliers	41	Economic Performance
GRI 205: Anti-Corruption 2016			
205-1	Operations assessed for risks related to corruption	35	Corporate Governance
205-2	Communication and training about anti-corruption policies and procedures	66	Employee Well Being
205-3	Confirmed incidents of corruption and actions taken	66	Employee Well Being
GRI 206: Anti Competitive Behaviour 2016			
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	--	Not Applicable
Environment			
GRI 301: Materials 2016			
301-1	Materials used by weight or volume	--	This is not applicable. Hence not reported
301-2	Recycled input materials used	--	This is not applicable. Hence not reported
301-3	Reclaimed products and their packaging material	--	This is not applicable. Hence not reported
GRI 302: Energy 2016			
302-1	Energy consumption within the organisation	45	Environmental Excellence
302-2	Energy consumption outside of the organisation	46	Environmental Excellence
302-3	Energy intensity	47	Environmental Excellence
302-4	Reduction of energy consumption	47	Environmental Excellence
302-5	Reductions in energy requirements of products and services	--	This is not applicable. Hence not reported
GRI 303: Water and Effluent 2018			
303-1	Interactions with water as a shared resource	53	Environmental Excellence

Disclosure Number	Disclosure Title	Page Number	Chapter
303-2	Management of water discharge-related impacts	53	Environmental Excellence
303-3	Water withdrawal	53	Environmental Excellence
303-4	Water discharge	53	Environmental Excellence
303-5	Water consumption	53	Environmental Excellence
GRI 304: Biodiversity 2016			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	--	This is not applicable. Hence not reported
304-2	Significant impacts of activities, products, and services on biodiversity	--	This is not applicable. Hence not reported
304-3	Habitats protected or restored	--	This is not applicable. Hence not reported
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	--	This is not applicable. Hence not reported
GRI 305: Emissions 2016			
305-1	Direct (Scope 1) GHG emissions	49	Environmental Excellence
305-2	Energy indirect (Scope 2) GHG emissions	49	Environmental Excellence
305-3	Other indirect (Scope 3) GHG emissions	49	Environmental Excellence
305-4	GHG emissions intensity	50	Environmental Excellence
305-5	Reduction of GHG emissions	50, 51	Environmental Excellence
305-6	Emissions of ozone-depleting substances (ODS)	--	This is not applicable. Hence not reported
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	52	Environmental Excellence
GRI 306: Effluents and Waste 2020			
306-1	Waste generation and significant waste related impacts	55	Environmental Excellence
306-2	Management of significant waste related impacts	55	Environmental Excellence
306-3	Waste generated	56, 57	Environmental Excellence
306-4	Waste diverted from disposal	58	Environmental Excellence
306-5	Waste directed to disposal	58	Environmental Excellence
GRI 307: Environmental Compliance 2016			
307-1	Non-compliance with environmental laws and regulations	58	Environmental Excellence
GRI 308: Supplier Environmental Assessment 2016			
308-1	New suppliers that were screened using environmental criteria	41	Economic Performance

Disclosure Number	Disclosure Title	Page Number	Chapter
308-2	Negative environmental impacts in the supply chain and actions taken	41	Economic Performance
Social			
GRI 401: Employment 2016			
401-1	New employee hires and employee turnover	61	Employee Well Being
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	62	Employee Well Being
401-3	Parental leave	64	Employee Well Being
GRI 402: Labour/Management Relations 2016			
402-1	Minimum notice periods regarding operational changes	--	Not Applicable
GRI 403: Occupational Health and Safety 2018			
403-1	Occupational health and safety management system	71	Occupational Health and Safety
403-2	Hazard identification, risk assessment, and incident investigation	71	Occupational Health and Safety
403-3	Occupational health services	71	Occupational Health and Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	72	Occupational Health and Safety
403-5	Worker training on occupational health and safety	70, 71, 74	Occupational Health and Safety
403-6	Promotion of worker health	69	Occupational Health and Safety
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	--	Occupational Health and Safety
403-8	Workers covered by an occupational health and safety management system	71	Occupational Health and Safety
403-9	Work-related injuries	71	Occupational Health and Safety
403-10	Work-related ill health	71	Occupational Health and Safety
GRI 404: Training and Education 2016			
404-1	Average hours of training per year per employee	66	Employee Well Being
404-2	Programs for upgrading employee skills and transition assistance programs	66	Employee Well Being
404-3	Percentage of employees receiving regular performance and career development reviews	61	Employee Well Being

Disclosure Number	Disclosure Title	Page Number	Chapter
GRI 405: Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	31, 60, 66	Corporate Governance, Employee Well Being
405-2	Ratio of basic salary and remuneration of women to men	65, 66	Employee Well Being
GRI 406: Non-discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	32, 65	Corporate Governance, Employee Well Being
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	66	Not Applicable
GRI 408: Child Labor 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	--	This is not applicable. Hence not reported
GRI 409: Forced or Compulsory Labor 2016			
409-1	Operations and suppliers at significant risk for incidents of child labor	--	This is not applicable. Hence not reported
GRI 410: Security Practices 2016			
410-1	Security personnel trained in human rights policies or procedures	--	All security personnel are under the purview of CISF and thus their training are not tracked by MIAL
GRI 411: Rights of Indigenous Peoples 2016			
411-1	Incidents of violations involving rights of indigenous peoples	32	Corporate Governance
GRI 413: Local Communities 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	80	Community Development
413-2	Operations with significant actual and potential negative impacts on local communities	80	Community Development
GRI 414: Supplier Social Assessment 2016			
414-1	New suppliers that were screened using social criteria	41	Economic Performance
414-2	Negative social impacts in the supply chain and actions taken	41	Economic Performance
GRI 416: Customer Health and Safety 2016			
416-1	Assessment of the health and safety impacts of product and service categories	--	Not Applicable
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	--	Not Applicable

Disclosure Number	Disclosure Title	Page Number	Chapter
GRI 417: Marketing and Labelling 2016			
417-1	Requirements for product and service information and labelling	--	This is not applicable. Hence not reported
417-2	Incidents of non-compliance concerning product and service information and labelling	--	This is not applicable. Hence not reported
417-3	Incidents of non-compliance concerning marketing communications	--	This is not applicable. Hence not reported
GRI 418: Customer Privacy 2016			
418-1	Substantiated complaints regarding breaches in customer privacy and losses in customer data	76	Customer Delight
GRI 419: Socioeconomic Compliance 2016			
419-1	Non-compliance with laws and regulations in the social and economic area	35	Corporate Governance
Sector Specific aspects			
A01	Total number of passengers	27	CSMIA by numbers
A02	Total annual number of aircraft movements	28	CSMIA by numbers
A03	Total amount of cargo tonnage	28	CSMIA by numbers
A04	Quality of storm water by applicable regulatory standards	54	Environmental Excellence
A05	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (g/m ³) or parts per million (ppm) by regulatory regime	52	Environmental Excellence
A06	Aircraft and pavement de-icing / anti-icing fluid used and treated by m and / or metric tonnes	--	This is not applicable. Hence not reported
A07	Number and percentage change of people residing in areas affected by noise	53	Environmental Excellence
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	--	This is not applicable. Hence not reported
A09	Total annual number of wildlife strikes per 10,000 aircraft movements	54	Environmental Excellence

NVG Alignment

Principle	Description of the Principle	Report Reference	Page Number
Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	Corporate Governance	30
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Customer Delight	76
		Health and Safety	68
Principle 3	Businesses should promote the wellbeing of all employees.	Employee Well-Being	60
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	Stakeholder Engagement & Materiality Assessment	19
Principle 5	Businesses should respect and promote human rights.	Corporate Governance	30
		Employee Well-Being	60
Principle 6	Business should respect, protect, and make efforts to restore the environment.	Environmental Excellence	44
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.	Corporate Governance	30
Principle 8	Businesses should support inclusive growth and equitable development	Economic Performance	39
		Infrastructure Development Stakeholder Engagement	25
		Community Development	80
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner.	Customer Delight	76

Abbreviations

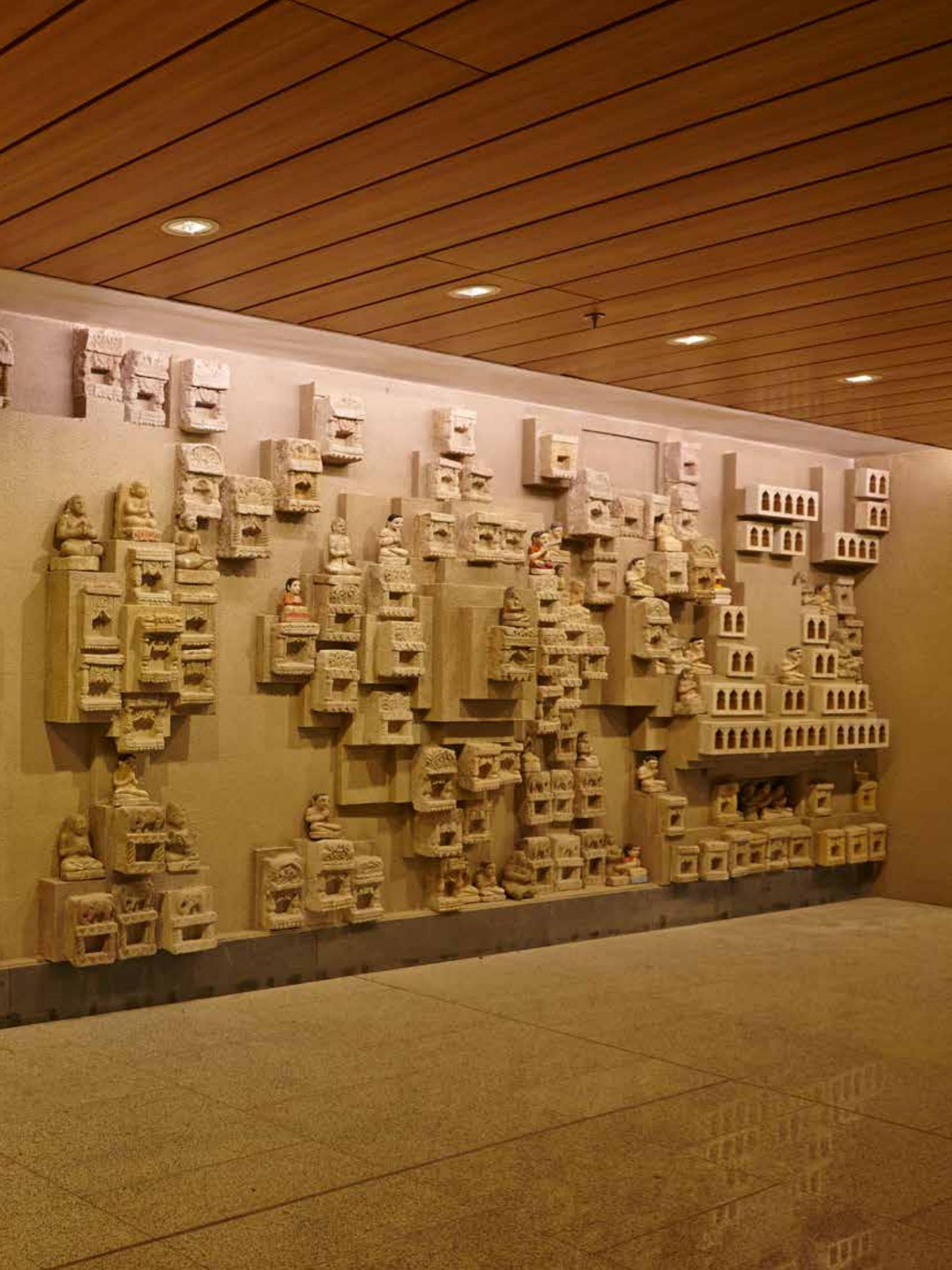
AA1000AS	Accountability Assurance Standards (2018)
AAI	Airports Authority of India
ACI	Airports Council International
ACA	Airport Carbon Accreditation
ADP	Airside Driving Permit
AEC	Airside Emergency Committee
AERP	Airport Emergency Response Plan
AHU	Air Handling Unit
ATM	Air Traffic Movement
A-CDM	Airport Collaborative Decision Making
AODB	Airport Operational Database
AOSS	Airport Operators Sector Supplement
ARFF	Aerodrome Rescue and Firefighting
AOG	Airports Operation Group
ASQ	Airports Service Quality
ASMA	Airside Safety Mobile App
ATF	Aviation Turbine Fuel
BCAS	Bureau of Civil Aviation Security
BCMS	Business Continuity Management Systems
BCP	Business Continuity Plan
BME	Bridge Mounted Equipment
BNHS	Bombay Natural History Society
CAPA	Centre for Asia Pacific Aviation
CISF	Central Industrial Security Force
CIDCO	City and Industrial Development Corporation
CII	Confederation of Indian Industry
CoC	Code of Conduct
CUSS	Common Use Self Service
CNS	Communication Navigation Surveillance
CNG	Compressed Natural Gas

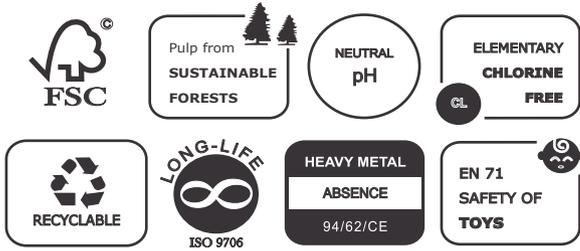
CSMIA	Chhatrapati Shivaji Maharaj International Airport
DGCA	Directorate General of Civil Aviation
DMA	Disclosures on Management Approach
ERM	Enterprise Risk Management
EHS	Environment Health and Safety
EMS	Environmental Management Systems
ESG	Environmental Social and Governance
ETA	Estimated Time of Arrival
FIDS	Flight Information Display System
FY	Financial Year
F&B	Food and Beverage
GA	General Aviation
GDP	Gross Domestic Product
GHG	Green House Gases
GJ	Giga Joule
GRI	Global Reporting Initiative
GoM	Government of Maharashtra
HIRA	Hazard Identification and Risk Assessment
HOD	Head Of Department
HVAC	Heating Ventillation and Air Conditioning
HRD	Human Resource Development
HR	Human Resources
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
IGBC	The Indian Green Building Council
ILO	International Labor Organisation
IMS	Integrated Management System
INR	Indian Rupees
IPCC	Inter Governmental Panel on Climate Change
ISO	International Organisation for Standardization

IT	Information Technology
JCC	Joint Control Centre
KMP	Key Managerial Personnel
L&D	Learning and Development
LoA	Letter of Award
LED	Light Emitting Diode
MD	Managing Director
MIAL	Mumbai International Airport Limited
MCGM	Municipal Corporation of Greater Mumbai
MLD	Million Litres/Day
MoU	Memorandum of Understanding
MPPA	Million Passengers per Annum
MoCA	Ministry of Civil Aviation
MoEFCC	Ministry of Environment, Forest and Climate Change
MMR	Mumbai Metropolitan region
MPCB	Maharashtra Pollution Control Board
MT	Metric Tonne
MWp	MegaWatt peak
NAAQS	National Ambient Air Quality Standards
NBC	National Building Code
NDC	Nationally Determined Contribution
NEPA	National Environment Protection Act. (USA)
NVG	National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business
NMIAL	Navi Mumbai International Airport Limited
NMIA	Navi Mumbai International Airport
Nox	Oxides of Nitrogen
OHSMS	Occupational Health and Safety Management Systems
OTP	On Time Performance
OMDA	Operation, Management and Development Agreement
ODS	Ozone Depleting Substances
PM	Particulate Matter

PSE	Passenger Service Executives
PAX	Passengers
PTE/ PETE	Polyethylene terephthalate
PPE	Personal Protective Equipment
PCA	Pre-Conditioned Air
POSH	Prevention of Sexual Harassment
PPP	Public Private Partnership
RO	Reverse Osmosis
RWY	Runway
SAGA	Surface Awareness and Guidance at Airport
SBR	Sequential Batch Reactor
SRA	Security Restricted Article
Sox	Oxides of Sulphur
STP	Sewage Treatment Plant
SDGs	Sustainable Development Goals
TOBT	Target off Block Time
T2	Terminal 2
tCO2e	Tonnes Carbon Dioxide equivalent
UNDP	United Nations Development Programme
USD	United States Dollar
WBCSD	World Business Council on Sustainable Development
WRI	World Resources Institute
YoY	Year on Year







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