Business Responsibility Report

Section A: General Information about the Company

1. **Corporate Identity Number (CIN)** : L63090GJ1998PLC034182
2. **Name of the Company** : Adani Ports and Special Economic Zone Ltd.
3. **Registered Address** : "Adani House", Nr. Mithakhali Six Roads, Navrangpura, Ahmedabad - 380009 Gujarat, India
4. **Website** : www.adaniports.com
5. **Email id** : investor.apsezl@adani.com
6. **Financial year reported** : April 1, 2018 to March 31, 2019
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**

Service category (ITC 4 digit) code	9967
Service category (ITC 8 digit) code	99675111
Description of service category	Port Services

As per National Industrial Classification - Ministry of Statistics and Programme Implementation.

8. **List three key products that the Company manufactures/provides (as in balance sheet)**

The Company is in the business of development, operations and maintenance of port infrastructure facilities and has linked multi product Special Economic Zone (SEZ), integrated logistics and related infrastructure contiguous to Mundra Port.

9. **Total number of locations where business activity is undertaken by the Company**

The Company's main business activity is undertaken at Mundra Port (in Kutch, Gujarat).

Adani Ports and Special Economic Zone Ltd operates a dry bulk terminal at the ports of Dahej & Kandla in Gujarat and at port of Dhamra in east coast; a bulk and container handling terminal at the port of Hazira, Gujarat; coal handling terminals at the ports of Mormugao, Goa and Visakhapatnam, Andhra Pradesh; and a container terminal at the ports of Ennore & Kattupalli, Tamil Nadu. The Company is developing port infrastructure at Vizhinjam, Kerala. Adani Logistics Ltd., subsidiary of the Company offer logistics solution across western and northern region.

10. **Markets served by the Company:** State, National, International

Section B: Financial Details of the Company

1. **Paid up capital (INR)** : ₹ 417.00 crore (Equity & Preference Capital)
2. **Total turnover (INR)** : ₹ 7,679.28 crore
3. **Total profit after tax (INR)** : ₹ 2,637.72 crore
4. **Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax**
The Company has spent ₹ 68.37 crore on CSR activities. This amount is 2% of average profit for the three previous years with respect to standalone financial statements.
5. **List of activities in which expenditure in 4 above has been incurred**
The major activities in which CSR was undertaken are primary education, community health, sustainable livelihood, disaster management and community infrastructure. Please refer page 73 to 75 for detail activities carried out for CSR.

Section C: Other Details

1. **Does the Company have any subsidiary company / companies?**
Yes, the Company has 58 subsidiary companies (including step-down subsidiaries) as on March 31, 2019.
2. **Do the subsidiary company / companies participate in the Business Responsibility (BR) initiatives of the parent Company?**
Business Responsibility initiatives of the parent Company are applicable to the subsidiary companies to the extent that they are material in relation to the business activities of the subsidiaries.

3. Do any other entity / entities that the Company does business with participate in the BR initiatives of the Company?

No other entity / entities participate in the BR initiatives of the Company.

Section D: BR Information

1. Details of Director / Directors responsible for BR:

a) Details of the Director / Directors responsible for implementation of the BR policy/ policies:

DIN Number: 00064110

Name: Dr. Malay Mahadevia

Designation: Whole Time Director

b) Details of the BR head:

DIN Number (if applicable): NA

Name: Capt. Unmesh Abhyankar

Designation: Joint President - CEO office

Telephone Number: 079 – 25555378

Email id: unmesh.abhyankar@adani.com

2. Principle-wise (as per NVGs) BR Policy / policies (Reply in Y/N):

Sr. No.	Questions	Business Ethics	Product Life Responsibility	Employee Well-being	Stakeholder Engagement	Human Rights	Environment	Policy Advocacy	Inclusive Growth	Customer Value
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify?	The policies reflect the intent of the United Nations Global Compact, GRI guidelines and international standards such as ISO 14001, ISO 45001: 2018 and NVG Guidelines issued by Ministry of Corporate Affairs, Government of India.								
4	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	-	-	Y	-	-	-	-	-
5	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	https://www.adaniports.com/Investors/Corporate-Governance								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an ongoing process to cover all internal and external stakeholders								
8	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

2a. If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options):

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the principle	Not Applicable								
2	The Company is not at stage where it finds itself in a position to formulate and implement the policies on specified principle									
3	The Company does not have financial or manpower resources available for the task									
4	It is planned to be done within next six month									
5	It is planned to be done within next one year									
6	Any other reason (please specify)									

3. Governance related to BR:

(i) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The Company's Business Responsibility performance is assessed annually.

(ii) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Company publishes Business Responsibility Report and Sustainability Report annually and the same is available on http://www.adaniports.com.

Section E: Principle-wise Performance

Principle 1: Business should conduct and govern themselves with Ethics, Transparency and Accountability.

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group /Joint Ventures /Suppliers / Contractors /NGOs / Others?

The Company has adopted Code of Conduct for its Directors, Senior Management and all employees of Adani Group Companies. It does not extend to other entities.

Senior management and the Directors of the Company have to adhere to the Code of Conduct, constituted with an objective to promote ethics and transparency in the conduct of its operations.

Policies including whistle blower are applicable to each employee working with the organisation.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Stakeholder's Relationship Committee received 7 complaints related to shareholders like non-receipt of Annual Report, non-receipt of declared dividend, revalidation of dividend warrant or refund order etc. All complaints were satisfactorily resolved. Please refer page 92 of Annual Report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Company is in the port and infrastructure development sector, which provides services for cargo handling & logistic, operations & maintenance of port sector. The Company has incorporated social and environmental concerns for infrastructure development to logistic services. A number of sustainability initiatives have taken during the FY 2018-19 enhancing our operational, environmental and safety performance. Please refer page 56, 57, 71 and 72 of Annual Report.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc) per unit of product (optional).

I. **Reduction during sourcing / production / distribution achieved since the previous year through the value chain:**

The Company is taking various energy reduction initiatives year on year and achieving the energy reductions through its sustainable initiatives such as implementation of renewable energy projects.

II. **Reduction during usage by consumers (energy, water) achieved since the previous year?**

The Company has reduced its energy intensity by 47% and water intensity by 32% than previous year. It has recycled and reused 60 ML of treated wastewater of its treatment plants and avoid freshwater withdrawal from shared resources. Replaced HPSV and tube lights with LED lighting fixture continuing the energy reduction drive. During the FY 2018-19, the Company has replaced total 150 HPSV and 51 tube light fixtures with LED lighting fixtures and achieved 66% & 77% energy reduction compared to the HPSV and conventional lighting energy consumption respectively.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

Yes, the Company is practicing the sustainable sourcing for its operations. The mechanised conveyors for coal transportation, procuring E-RTG cranes, introduction of

EV ITVs, procuring high energy rating equipment, water less urinals are the examples of sustainable sourcing.

4. **Has the Company undertaken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?**
   The Company encourages procurement of goods from local vendors, thereby creating direct and indirect economic impact in the surrounding region. Additionally, the Company also procures various services (civil work, manpower supply, maintenance work etc.) from local contractors, which has led to creation of employment opportunities and skill development of the local population.

   The Company follows a systematic process of vendor relationship management. The Company has initiated various programmes to transfer skills and knowledge to its supply chain. It has conducted annual vendor meets to encourage them and build strong relationship. The Company encourages for developing local vendors and service providers for procuring the material and waste management services.

5. **Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste? If yes, what is the percentage of recycling of products and waste (Separately as < 5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**
   The Company complies with all applicable regulatory requirements pertaining to waste management. The Company is providing cargo handling & logistic services, which generates non-hazardous and hazardous wastes. The Company is disposing its waste in environmental friendly manner through CPCB / SPCB registered CHWIF/ TSDF or authorised recyclers. The hazardous waste generation was increased by 38% in FY 19. Being a service industry, we don't have potential to recycling of generated waste in our operations, however 52% hazardous and 71% non-hazardous wastes has been sell to the registered recycler/re-processors.

   No waste was disposed at landfill site, which has been assured by third party.

Principle 3: Business should promote the wellbeing of all employees.

1. **Please indicate total number of employees.**
   The Company has a total of 1,240 employees as on March 31, 2019.

2. **Please indicate total number of employees hired on temporary/contractual/casual basis.**
   The Company has a total of 35 employees hired on contractual basis as on March 31, 2019.

3. **Please indicate the number of permanent women employees.**
   The Company has 8 women employees as on March 31, 2019.

4. **Please indicate the number of permanent employees with disabilities.**
   The Company has one permanent employee with disabilities as on March 31, 2019.

5. **Do you have an employee association that is recognised by the Management?**
   The Company does not have an employee association recognised by the Management.

6. **What percentage of permanent employees who are members of this recognised employee association?**
   Not applicable.

7. **Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and those pending as on the end of the financial year.**
   There were no complaints of this nature during the financial year.

8. **What percentage of under mentioned employees were given safety and skill up-gradation training in the last year? (Permanent employees, permanent women employees, causal / subcontracted employees, employees with disabilities).**
   Employee training and skills development is an integral aspect of the Company's human resources strategy. The Company's training programs extend to all permanent and contractual employees, which are rolled out as per the annual training calendar and individual employee training needs, covering a significant percentage of employees. All contractual employees are given mandatory safety training on induction as well as on the job skills related training through the contractors and the Company. Total 80,153 employees (including permanent employees as well as contractor ones) were trained and 1,73,814 employees (including permanent employees as well as contractor ones) were given Safety Induction under 5,150 batches during the year FY 2018-19.

Principle 4: Business should respect the interest of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

1. **Has the Company mapped its internal and external stakeholders?**
   Yes, the Company has mapped its stakeholders and has a systematic stakeholder engagement process.

2. **Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?**
   The Company has identified disadvantaged, vulnerable & marginalised stakeholders. The Company, through its social arm Adani Foundation works for the development of the said stakeholder group.

3. **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders:**
   The Company firmly believes in sustainable community development, especially for the vulnerable and

marginalised sections and endorses the same as a business entity. It strives to create an environment of coexistence where there is an equitable sharing of resources followed by sustained growth, development and community empowerment across its business locations.

The Company has been promoting CSR activities in its operational areas through Adani Foundation. It has been strategically supporting a number of initiatives run by Adani Foundation in the areas of education, community health, sustainable livelihood development and rural infrastructure development. The following Adani Foundation initiatives have been supported by the Company at various locations.

1. **EDUCATION**

The Company and Adani Foundation believe that Education is the stepping stone to lead a life of dignity and quality, especially for the underserved and the vulnerable. The main objective behind the educational initiative is to provide 'quality' education with a unique learning experience to the young minds. Going by the afore-mentioned ideals, the organisation has undertaken numerous impactful educational endeavours during the year.

1.1 **Adani Vidya Mandir, Bhadreshwar** near Mundra in Kutch district of Gujarat is an exemplary cost-free school that provides quality education to around 387 students out of which 134 are from neighboring fisher-folk communities. Further, the school has also been providing nutritious food, uniforms and many other tools and services to the children for free. Many of the students are first generation learners. Hence, additional coaching is also provided to the identified students in order to cope up with the syllabus and excel in study.

1.2 **Adani DAV Public School** in Bhadrak district of Odisha has been providing quality education at subsidised cost to children from rural and underprivileged families. The school building is spread across five acres and is equipped with 16 modern classrooms, two libraries, science and computer labs, an audiovisual room as well as facilities to promote sports, outdoor games and creative activities. This school is run by the Adani Foundation in collaboration with the DAV College Trust. Presently, 385 students from numerous villages mostly from Bhadrak dist. are enrolled in the school.

1.3 **Project Utthan:** The Government of Gujarat approved Adani Foundation's proposal to adopt 17 government primary schools in the Mundra taluka in Gujarat covering seven villages namely, Zarpara, Navinal. Shiracha, Nanakapaya, Tunda, Wandh and Dhrub on May 25, 2018. As of now, 2598 students (1030 Girls and 1568 Boys) are the direct beneficiaries for the academic year 2018–19.

The project has enthusiastically involved school teachers, principals, district education department as well as the community.

The highlights of Project Utthan include:

a) **Empowering 'Priya' students:** Utthan Sahayaks enhance the reading, writing and numerical skills of 'Priya' students by customised teaching-learning methodologies

b) **Introducing English as a third language:** Utthan Sahyaks, who are the natives and have studied throughout in English Medium, teach English in classes 1 to 4 using tailor-made curriculum. In the government schools, English as a third language commence from class 5.

c) **Capacity Building Programme (CBP):** Scheduled CBPs inviting external experts for the teachers of all 17 Utthan schools.

d) **Smart Classrooms:** Customised and subject-wise digital content through large TV is facilitated in all the 17 schools to enhance the learning experience.

e) **Regularity of the students:** Mothers' Meet at regular intervals; Audio message through 'Aawaz De'; regular Home visits by Adani Foundation Team.

1.4 **Shala Praveshotsav:** In order to create a 'joyful learning experience" welcome educational kits are presented to children when they join school. During the year 2300 children from 62 villages of Mundra taluka got enrolled in Standard 1 across 111 govt. primary schools.

1.5 **Machhimar Vidya Deep Yojana** of Adani Foundation is focused on the upliftment of the fisherfolk community. Under the project, four Balwadis were constructed. These are part of a great amount efforts being put in developing school preparedness of the community children. Aimed at children between 2.5 and 5 years, the project includes nutritious food, awareness on health, hygiene, cleanliness, discipline, regularity and development of basic age-appropriate concepts for the beneficiaries. The overall objective is to bring the children of fisherfolk into school and help dream for a better future with option aplenty.

1.6 **Vidya Sahay Yojana (Scholarship Support)** is a participatory scholarship support for 12th standard children of fishing community studying in SMJ High School, Luni. Adani Foundation contributes 80% and 20% is willingly borne by the parents. We also encourage them for technical education for good job opportunities. A total of 66 students have already been benefitted. In addition, this year 68 students received textbook support and

eight students received new bicycles for pursuing higher secondary studies.

1.7 **School Enrolment Drive & Free School Kits** is a popular programme in Dahej, Gujarat. The drive is carried across the neighbouring villages complementing the government's efforts to bring children to school. Rural parents were encouraged specially to enroll girl children without fail.

In addition, Adani Foundation distributed 290 school kits comprising of school bag, textbooks, pencils, and stationery as a welcome gift to children joining Class 1. This initiative covered young students in 9 government schools from 7 villages. Besides creating a sense of excitement in going to school for the kids, the exercise also helped motivate parents to admit their wards in school. Moreover, parents didn't have to spend money on buying school kits.

In Udupi district of Karnataka, distribution of Quality Education Kits involving branded Slates, Notebooks, Bags, Geometry Boxes, Umbrellas to 6505 students (of 78 schools) studying in Kannada Medium Government & Government Aided Schools.

1.8 **Support to Schools:** In and around Dhamra, Adani Foundation, on behalf of the Company, provides the required support to the rural schools of the region with intent to give a pleasant learning experience to the students. With an objective of bringing about a positive change in the current educational scenario in Odisha, this year a total of 1994 students from 24 schools were supported with School bags and 10 High Schools from railway corridor were supported with 200 pairs bench & desks.

1.9 **Merit Scholarship support** was introduced to ensure that meritorious students were not deprived of educational opportunities owing to lack of funds. Adani Foundation provides merit scholarships to deserving students from economically underprivileged backgrounds of Dhamra region to support their higher education. Under this programme we have supported 198 Students from immediate eight GPs till date and the response has been overwhelming. In Udupi region, 776 students of SSLC standard and above awarded with scholarships.

1.10 **School Libraries in High Schools & ME School:** The "AMA (Our) School Library Programme" aims to catalyze quality education by providing well-planned libraries in schools. Access to books through School libraries develops a lifelong positive attitude among students towards reading and help them read more. The earlier the foundation can be laid, the better it is for their future. As on date, we have set up nine libraries in as many High Schools in eight immediate panchayats near Dhamra. 2486 students are getting benefit out of it every academic session.

1.11 **Support to Rural School in bridging the basic facilities:** Adani Foundation firmly believes that quality and compulsory education is the foundation for a progressive nation. Guided by this belief, in the process of interactions during the visits to the schools, consultation with the teachers and SMC members, it was observed there are many factors, which are responsible for not achieving the desired quality in education.

In this stride following the participatory processes, Adani Foundation has identified various spheres which call attention to create conducive environment in the educational institutions, which ultimately catalyze the process of transfer of education form teachers following a child centric process.

While deciding this program, the utmost attention was given to avoid duplication of the resources provided by the government. Moreover, these supports are the supplementing factor to ensure uninterrupted and quality education. In this FY 2018-19, a total of 1994 students from 24 schools were supported with School bags and 10 High Schools from railway corridor were supported with 200 pairs of bench & desks.

1.12 **Free Residential School for Tribal Children:** Adani Foundation has joined hands with the Kalinga Institute of Social Sciences (KISS) at Baripada, Odisha in setting up a residential school (from Class-I to X) with an aim to provide cost free quality education for the Tribal children of the region. Adani Foundation has already released first instalment of the fund to KISS for the first phase of infrastructure development work. The school is expected to become operational soon.

1.13 **Merit Scholarship and Open Houses:** Merit Scholarship is provided to 100 students every year from economically weaker sections based on their performance in SSLC with a scholarship amount of ₹ 10,000 per student for a period of two years. Monthly open houses are conducted to these students with aptitude assessment test by Lifology institute, career goal setting and career guidance. This has enabled these students to decide their career path.

1.14 **Navodaya Coaching Center in Tiroda:** Navodaya Coaching Centre (NCC) is a unique experiment in school education within India. Its significance lies in the selection of talented rural children as the target group and the attempt to provide them with quality education comparable to the best residential school system.

Three NCC centers at ZP Upper primary school Birshi, ZP Upper primary school Gumadhawada and ZP High School and junior college Tiroda are

already operational and are free of cost. In the year 2018-19 total 75 students from 16 Government schools have benefitted with this coaching center.

1.15 **Aamchi Shala- Adarsh Shala Competition (Ideal School Competition):** In and around Tiroda, Maharashtra Adani Foundation has started a unique initiative "Aamchi shala Adarsha shala" ideal school competition in nearby villages Government Schools of APML. The aim is to enhance the quality of government school's education and break Govt. School's negative perception within people. It aims to improve outcomes related to student learning, teacher performance and functional and effective education systems. In this competition the competitors' schools has been judged on the total 29 parameters which mainly based on infrastructure and other aspects as well like Quality of education, E-learning status, Social values and its awareness, Attendance, Participation of villagers etc. In 2016 we started off with 19 schools which participated in the competition. During 2018-19 a total of 33 School Participated from Tiroda block.

1.16 **Gyan Jyoti Support (E-Learning Package Distribution):** The E-Learning programme was initiated to bring rural students into the world of learning through multimedia. The intention was improving the quality of learning in an innovative and interactive way and developing child-friendly classrooms. We have provided E-Learning kits to schools under Gyan Jyoti Support. Each kit includes installed E-Learning Syllabus Software, Projector, CPU, Speakers, etc. It has all subjects as per the syllabi of Standard 1st till 10th. In 2018-2019 51 Zila Parishad Primary Schools have got our kits, benefiting 2302 students.

1.17 **DISHA - Career planning workshop for Youths:** In order to fulfill that gap of career planning and guidance, Adani Foundation has planned Career planning workshops for youths in Tiroda. About 105 students from Manvata High school, Berdipar, Ganesh High school Gumadhawada, Tribal Ashram School, Majitpur were participated. In Career planning our 250 Pre-police Training youths also took part. This workshop has given an idea to the students to choose their future career pathways according to their interest areas, also students have started to think accordingly.

2. COMMUNITY HEALTH

We firmly believe that ensuring and improving overall healthcare of the citizens can directly result in economic growth of the nation. Healthy people can utilise growth opportunities made available to them in a better way. In many cases, it can save them from slipping into poverty too.

Lack of health seeking behaviour as well as access to basic healthcare have a detrimental impact on the health and well-being of the people. We, at the Adani Foundation, have committed ourselves to raising the standards of and strengthening healthcare systems in and around our operational locations in India to ensure healthy families and society in alignment with the Sustainable Development Goals of the UN. Through our efforts in community healthcare, we aim to help people realise their dreams of leading a healthy and happy life.

2.1 **Mobile Health Care Units (MHCUs):** The MHCUs are operated by Adani Foundation nationally with the objective of providing basic healthcare facilities to the remotest rural areas and underserved communities. These facilities include diagnostics, medicines, free of cost consultation and referrals by certified doctors at the doorstep of community members. As a result, these patients save money on consultation fees, medicines and travel costs reducing the possibility of losing livelihood due to weak connectivity to public healthcare system.

As many as 20,615 treatments were provided exclusively through MHCUs.

In Dhamra region, two Mobile Health Care Units caters to needy and vulnerable community members of 42 villages from twenty panchayats from three blocks namely; Tihidi, Chandbali and Bhadrak. A total of 59,808 treatments have been provided during the financial year. The beneficiaries included 26,104 male, 29,501 female and were children. In addition, 3,803 patients were treated at the Medical Centre.

Adani Foundation also operates numerous Rural Health Clinics where healthcare services are provided free of cost to the needy people on daily basis. These clinics, operating in Mundra, Anjar and Mandvi in Gujarat, are an important step by the Foundation to ensure that quality medical services are made accessible to the rural populace. 22,256 treatments provided through these rural clinics.

The MHCU in Udupi, Karnataka reaches covers 12 villages and provides free medical treatment free of cost at the doorsteps. During the year, 20,413 treatments were provided.

As many as 390 units of bloods were donated under "Go-Red" drive and handed over to the District Hospitals of Udupi and Mangalore.

Under Poor Patients Assistance Programme extended support to 11 patients who are in difficult financial position or out of any source of income.

A total of 9,483 villagers were covered under the Adani Aarogya Card / Health Insurance programme. It covers family size of 7 members and allows cash-less medical treatment in multispecialty hospitals, requiring specialised treatments, thus reducing the burden of treatment cost.

2.2 **Health Cards to Senior Citizens and Medical Insurance:** The Vadil Swasthya Yojana is a scheme under which health cards are provided to senior citizens from socio-economically marginalised sections. The main objective of this scheme is

to make timely healthcare services available according to needs of these senior citizens. Under this scheme, senior citizens with family income of less than ₹ 2,00,000 per annum are provided with green cards through which they can avail free healthcare services amounting to ₹ 50,000 for a period of three years. Senior citizens with family income of more than ₹ 2,00,000 per annum are given blue cards, which allows them to avail healthcare services at the Adani Hospitals at highly subsidised rates. This scheme is currently offered in Mundra, Gujarat. A total of 10,161 treatments were availed by 8,599 cardholders.

2.3 **Medical camps:** Adani Foundation regularly conducts various general and specialised medical camps in and around its operational locations for the benefit of local communities. At these camps services of gynaecologists, orthopaedic surgeons, heart specialists, skin specialists, paediatricians, ophthalmologist, ENT surgeons are provided to the community members at no cost. During the year 6,145 patients were treated and 1,137 students benefited from school health camps.

2.4 **Health Awareness Programme:** Such customised programmes play crucial role in checking seasonal diseases. 987 villagers benefited through 13 awareness programmes.

2.5 **Gujarat Adani Institute of Medical Sciences (GAIMS):** On an average more than 30,000 needy patients receive healthcare services in the general hospital every month. In addition, Adani Foundation organised 48 General Health Camps and Specialty Camps in various interior villages of Kutch in coordination with GKGH which created magical impact and benefitted 25,000 patients. Eleven awareness camps and village level meetings in 293 villages of Kutch were also organised.

2.6 **Hearse Service (Dead body van):** Providing dignity to departed souls is a noble cause. If a patient succumbs to terminal disease or medical conditions in the GKG Hospital, the body of the departed soul is shifted to the native village in Kutch district free of cost. A total of 543 such services have been rendered.

2.7 **Machhimar Arogya Yojana** A healthy person can continue to work well and provide for his family. Moreover, a mix of promotive, preventive and curative services to children, women, adult and elderlies alike bring a great solace to the whole family. The Mobile Health Care Units and dispensaries have been run by Adani Foundation since 2009. The mobile dispensary is also near the coast, away from the settlement, where the fishermen work round the clock. They avail the facilities as and when needed. Close to 1000 fishermen were benefitted by Mobile Dispensary during last half year.

2.8 **Machhimar Shudhh Jal Yojana:** This scheme of providing potable water has helped in bringing convenience in fetching water for community women, besides contributing largely towards general wellbeing. Water tank platforms have been constructed and tanks have been set up in order to provide clean potable drinking water to the community at convenient spots. On a daily basis, 1,18,000 litres of clean potable water is being supplied at different settlements.

2.9 **Mega Health Camp in Dhamra:** Adani Foundation regularly conducts various general and specialised medical camps for the benefit of local communities in and around its operational locations. At these camps services of gynaecologists, orthopaedic surgeons, heart specialists, skin specialists, paediatricians, ophthalmologist, ENT surgeons are provided to the community members at no cost. Free of cost follow-up services are also made available and necessary discounts are negotiated in cases requiring surgery. One Mega Health Camps was organised in collaboration with Apollo hospital Bhubaneswar and Rotary club Bhadrak where 2003 patients from Karanjmal and Kaithkhola Gram Panchayats and few neighboring villages received treatments.

2.10 **First-aid Training:** Adani Foundation, in collaboration with St. John ambulance, conducted a training programme at Adani DAV School premises where DEO, Bhadrak inaugurated it. Thirty-six teachers from different schools participated in the two-day training programme. Dr. P.K. Mohapatra, Lecturer and Examiner in First Aid, St. John ambulance, Bhubaneswar along with Dr. Amiya Mohanty conducted training.

Ensuring that children are safe while in school is one of the major priorities of parents. If any emergency occurs the students and staffs who are well trained with First aid skills make a great difference in the entire safety of the schools. Many accidents occur in schools leading to wounds, bleeding, fractures, sprain, strain and many other health problems that need to be handled quickly. Providing a teacher and a staff with First aid training is a great initiative that ensures the proper risk assessment and management in the schools, because in any accidents or emergencies ambulance takes minimum 20-30 minutes to reach there. By having people with the right first aid skills and have confident on how to utilise the skills, emergency first aid can be done immediately, thus saving a life or preventing more damage.

3. **SUSTAINABLE LIVELIHOOD DEVELOPMENT**

The Sustainable Livelihood Development programme envisages empowering lives and broadening people's scope for economic opportunities. This is based on community-based approaches. In the villages, several communities are economically side-lined and

weaker that depend on a sole income source or are unemployed. Sustainable livelihood projects have been launched to cater financial independence through building local partnerships, providing diverse livelihood avenues, inculcate the attitude to establish savings, equipping to earn and updating local skills by making use of existing resources to encourage self-reliant lifestyles. Participation is encouraged by launching specific projects for fishermen communities, farmers and cattle owners, youth and women.

3.1 Women Empowerment Projects: When women in the communities get successfully engaged in income-generation activities, their roles in reforming bad habits among the male members become more successful and effective. In the process, future of the coming generation is also ensured.

In Kutch, we initiated a novel training programme with two major women's group of villages near Adani Power and Adani Ports. Both the groups of women (132 women in total) successfully completed their training for preparing washing powder, phenyl, liquid for cleaning utensils and hand wash etc. Today, we have selected 12 women groups having 132 members in total as per their interest and areas of strength i.e. accounting, banking, leadership, marketing, administration etc. As a further step to bring sustainability, we thought of starting a shop "Saheli Mahila Gruh Udyog" at Shantivan Colony. Washing Powder, Phynayle Dish wash liquid, Pickle of Bijora, Suf handicraft, Ahir Handicraft etc. are now produced by them, marketed and sold.

3.2 Techniques to increase Farm Income: initiated Programme for Awareness of Farmers in collaboration with KVK. The outreach is approximately 141 farmers in 5 villages.

Fodder Cultivation: Fodder is the main issue as rainfall is very less in Kutch region. We provide fodder during the time of scarcity and the last three months of summer every year. This has given stability to the families who earn their livelihood through animal husbandry. In order to meet the demand of fodder, the Adani Foundation purchases it from the regional farmers. This gives them fair rates in return. This year we have given 1,78,000 delivery of fodder worth ₹ 402 Lakh in Mundra, Lakhpat, Anjar, Abdasa and Rapar talukas. Adani Foundation is working intensively in direction of fodder sustainability in three ways -

1. Individual Fodder Cultivation Support – NB21 demonstration – Supported 140 Farmers of Dhrub and Zarpara;
2. Drip Irrigation support Linkages with Fodder – First phase we will support drip irrigation in 22 villages and these linkages will help to convince them for NB21 at least in one acre land;
3. Village Level Fodder Cultivation: Participatory Approach (a) Winter crop Cultivation – Support to 180 Individual (Supported for seeds of Makai for 180 acre land) (b) Winter Crop Cultivation – Support to Group of Farmers (200 acre of land with 32 farmers)

Win-win situation of this project (outcome) - Cost saving initiative: Financial saving by ₹ 7.23 lakh in three months (15%), Assured of green fodder and supply; Empowerment of farmers by providing livelihood; Increase of Green fodder cover; Milk productivity enhancement; Fulfilment of double the farmer income concept of Govt. of India; Crop rotation increases the soil fertility.

3.3 Project Swavlamban was launched with the blessings and goodwill of differently abled people of Mundra taluka. The objectives behind the initiative were to increase awareness about Government schemes for Divyang people, widows and senior citizens and coordinate them with Social Welfare Department. We have also helped the special people in getting income generation equipment support and proper training provision to make them self-reliant in true sense. This year 154 beneficiaries were linked up with pension scheme.

A total benefit worth ₹ 15 lakhs reached to 533 people that included disabled, widows and senior citizens.

3.4 Skilling Youth and Linkages with Authorities: Coordination with Coast Guard, Marine Department and Fisher-folk for smooth Port operations Regular Meetings with fisherman for various innovate technology for fishing. Apart from providing formal education, special programmes were conducted to enhance youth employability. Based on the need of assessment, a number of trades were introduced by the Adani Skill Development Centre in Mundra, where the fisher folk youth could join and get vocational training for a number of technical and non-technical skills. 68 students were trained on Mud work, Dori work and Checker cum RTG Crane operator.

3.5 Machhimar Ajivika Uparjan Yojana: The 'Ajivika Uparjan Yojana' was implemented to promote and support alternative livelihoods among the fisher-folk communities during the non-fishing months. Adani Foundation introduced 'Mangrove Nursery Development and Plantation' in the area as an alternate income generating activity for the people of the region. Both men and women received training on Mangrove plantation, moss cleaning, etc. Adani Foundation provided them with employment equivalent to 6,261 person–days. Till date employment worth of 35,787 person-days has been provided.

3.6 Seaweed culture: Sea weed culture as alternate livelihood for fishermen has been started on pilot base with Vivekananda Research and Training Institute. Seaweed rafts have been installed at Juna Bandar. After successful results we will support for more rafts to fisherman as a source of off-season employment. Natural seaweed which is available at Luni coast and being obstacle in fish net is collected and then sent for selling taking expertise from VRTI.

3.7 Sorting Sieve - Time Saving for Fisher Women: During bulk fishing catch fisher-women remain engages the whole day to sort it out by hand. The work used to be time consuming, needing hard toil and painful to fingers too. Adani Foundation has provided them with wooden sorting sieve for small fishes. Adani Foundation, Fisheries Department GOG & CMFRI (Central Marine Fisheries Research Institute) had organised sessions on alternate livelihood for fisher women. Importance of savings, opening and operating bank accounts and also usage of sieve for fish-sorting work were organised. Till now 78 wooden sorting sieves have been distribution.

3.8 Supporting Aahaar Scheme: Aahaar is a food subsidisation programme run by the Government of Odisha which provides low-cost lunch to the poor people at five rupees. The actual cost of the food is around ₹ 20 but is subsidised to ₹ 5 due to financial assistance provided by Adani Dhamra Port. On an average around 500 people visit the Aahaar Center to take advantage of subsidised meals each day. During the year 2018-19, a total of 1,50,000 nutritious meals were served to the needy people.

4. COMMUNITY INFRASTRUCTURE DEVELOPMENT

Community infrastructure bears a direct impact on the standard of living and the micro economy of the community. With the support of the Company, Adani Foundation has worked towards improving the infrastructure in numerous rural and migrant populations.

4.1 Under the Dignity of Drivers Project, Adani Foundation has constructed Resting Shed at the entrance of the SEZ premises in Mundra. A total of 50 beds, drinking water and sanitation facilities and recreational aids such as TV have been installed.

4.2 The present condition of migrant labour community of port, power and refinery was taken up for improvement in Mundra. Adani Foundation has constructed 45 toilet blocks and proper bathing facilities place for them in order to bring basic convenience and ease of living.

4.3 Road repairing work, building open shed, sand filling plot, concrete step ladder at Juna Bandar, house construction at Shekhadia, two approach roads of 5000 meter each for Zarpara Fishermen and Luni Pagadiya; drinking water storage tank of 5000 liter capacity at Bavdi Bandar-2, Juna Bandar-2, Kutdi Bandar-1, installation of a 2000 meter water pipeline at Wandi village were undertaken during the year.

4.4 Development of basic and crucial community infrastructure is one of the key components in Adani Foundation's area of focus in the Dhamra port periphery. A need assessment is done in consultation with the Govt. and the PRI members and then we prioritise the works as per the immediate need. Primarily activities like water proofing of school roof, construction of additional classrooms through "MO SCHOOL ABHIYAN", building girls toilets, construction of concrete road, GSB road & WBM road, hand pump installation, high mast light at fish market, etc. are some major highlights in Dhamra area during the year.

4.5 This year, 10 houses were constructed for BPL (Below Poverty Line) families of Lakhigam village near Dahej. One traffic circle was also constructed at the Dahej Bus Stand, resulting in ease of vehicular movement and enhanced road safety.

4.6 Karimpallikkara is a fishermen colony in the ward of Kottappuram close to Adani Vizhinjam Port Pvt. Ltd. There exists an open natural pond at Karimpallikkara, which both men and women use for bathing. There are more than 150 houses near this pond, using it on a day to day basis. To save the pond Adani Foundation renovated it with separate bathrooms for men and women along with facilities for washing clothes.

4.7 A total of 38 roads and six toilet blocks have been constructed in seven gram panchayats around Udupi, Karnataka bringing much solace and convenience to the villagers.

5. UDAAN

Project Udaan is an inspiration tour and a learning-based initiative focused on the young minds of our nation. Under this project, exposure tour is organised wherein school children students are given a chance to visit the Adani group facilities such as Adani Port, Adani Power & Adani Wilmar facilities at Mundra, Hazira, Kawai, Tiroda, Dhamra and Udupi, to get an insight into the large-scale business operations and thus get inspired to dream big in life. Around 300,000 young students have so far visited our facilities across all locations. This year, more than 47,124 children took part in the project. The exercise stimulates the young minds to dream big and help them become entrepreneurs, innovators and achievers of tomorrow, and thus play an active role in the process of nation building.

6. SAKSHAM

SAKSHAM or the Adani Skill Development Centre (ASDC) is a non-for-profit organisation was registered on May 2016, to focus on skill development activities to

contribute towards nation building by bridging the skill gap demand and supply, in the line with government of India's Skill India Mission. ASDC has partnered with the National Skill Development Corporation (NSDC) and has trained more than 30,029 youth (20,800 in 2018-19) in over 40 courses at 65 centres across 8 states of the Nation. It has four-step approach to skilling every individual – Mobilising, Counselling, Training and post training support. The job-oriented and hands-on skilling programmes ensured a livelihood generation ratio of about 65%.

ASDC has conducted various training programs which includes alliances with the government schemes i.e.

- Pradhan Mantri Kaushal Vikas Yojana (PMKVY)
- Deen Dayal upadhayy Gramin Kaushalya Yojana (DDUGKY)
- Tribal Development Department Project
- National Urban Livelihoods Mission (NULM)
- Madhyapradesh Council of Employment and Training (MAPCET)
- Department of Social Justice

During 2018-19, Saksham received the outstanding contribution and certificate of Merit in Best Vocational Training Provider by ASSOCHAM, Social Impact Award by Indian Chamber of Commerce, among others.

7. SWACHHAGRAHA

Swachhagraha, inspired by the Satyagraha movement, is a project dedicated towards creating a culture of cleanliness by bringing about a behavioural change and promoting anti-littering attitude among the masses. This programme has four major components, the first being the School Intervention Programme (SIP). This component aims at creating a brigade of Swachhagrahis who will influence three generations. Through SIP we have reached out to 5,700 Schools across 19 states and have more than 80,000 swachhagraha dal members, spreading message further to 26,50,000 students.

The second component of Youth Intervention Programme works with university students to spread swachhagraha message further.

Third being Swachhagraha integration with Adani Group companies and Adani Foundation other activities, aims at leveraging existing projects and opportunities to reach out to larger masses.

Fourth component of Swachhagraha is the large-scale community outreach that reached out to 12 crore citizens encouraging them to take personal responsibility of maintaining cleanliness at public places and be Swachhagrahis.

8. COMMUNITY ENGAGEMENT THROUGH CULTURAL EVENT

8.1 Fisherman Ramatotsav: RamotsavWeekProgramme was organised at various Vasahat i.e. Junabandar, Luni, Zarapara, Bavdi Bandar and Navinal for students of 1st to 10th standard. This year a total of 485 children from the fishing community participated in it.

8.2 Festival Celebration: Adani Dhamra Port has always given importance to the community festivals in order to preserve and promote local art, culture and traditions. The festivals are connected to the social and environmental context of the villagers, besides their sense of pride. Special festivals like Makara Sankranti, Durga Puja and Basant Puja etc. were celebrated spanning many days with lots of joy and enthusiasm during the year.

9. KERALA FLOODS RELIEF

The Company contributed ₹ 25 crore to the Kerala Chief Minister's Distress Relief Fund to aid the state in its herculean task of reconstruction and rehabilitation in the aftermath of the devastating floods in August 2018. The cheque was handed over to the Kerala Chief Minister on August 23, 2018.

As soon as heavy rains started pouring in unabated, relief kits were distributed to 1500 flood affected people in Ranni Taluk of Pathanamthitta. The relief group comprising of employees, Adani Foundation teams and volunteers reached out to the villages of Kokkathode, Mundanplavu, Nellikkampara and Kottampara Kurisadi Junction in Aruvapulam Panchayath; Thekkemala, Vanchipramala, Catholic church and St. George Orthodox church in Mallappuzhasseri Panchayat, Mangaram and Maroor villages in Konni. Each relief kit contained rice, rice flakes, biscuits, bathing soap, washing soap, toothpaste, toothbrush, candles, matchbox, lungi, nightclothes and cloth bags.

Adani Foundation also pressed into service its Mobile Healthcare Van in Kozhancherry from equipped with doctor, pharmacist and social worker, besides medicines and made it stationed at the relief camps. More than 1000 patients in different camps were provided medical assistance.

Cleaning residential premises, community places and schools etc. were of paramount importance as the flood water receded. This would prevent spreading of diseases and also help the premises become worth utilising. Cleaning works were carried out in schools, hospitals and pathways with a team of 52 members including Adani Foundation team, company staff and community volunteers.

10. PROMOTION AND SUPPORT TO RURAL SPORTS

10.1 Fisherman Cricket league: Adani Foundation organised the 'Sixth Adani Premiere League' among Fishermen communities to promote healthy sportsmanship and community harmony. The Tournament was played for 13 days at SVC (Shanti Vihar Cricket Ground) and 6 matches per days were organised with full of enthusiastic audience. A total of 65 teams with 780 youth from fisher folk communities from Mundra, Anjar and Mandvi Blocks of Kutch were participated in it.

The Final Match was so nail-biting and Salaya team ultimately became the year's winner over Luni Team. More than 1,200 members of audience from various villages were present. The winner's trophy, Runners-up Trophy, Man of the Series, Man of the Match, Best Baller, and Best Bats-Man Trophy has been given to the respective teams and players.

10.2 **Promotion of Rural Sports:** With an aim to promote the culture of sports and healthy living among the youth of Dhamra region in Odisha, Adani Foundation this year organised a series of rural sport events. Games like Kabaddi, Kho-Kho, Volleyball, etc. were played wherein youth (both boys and girls) from the nearby communities participated. It has also a novel platform for them showcase their potentials and pursue sport skills they were passionate about. The natural progression for them hereafter would be to qualify for district and state level competitions.

Principle 5: Business should respect and promote human rights.

1. **Does the Company's policy on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**
APSEZ conduct its business in a manner that respects the rights and dignity of all people, complying with all legal requirements.

   The Company has instituted and implemented a Group level policy on human rights which covers all direct employees, consultants (including fixed term appointees), associates, trainees, suppliers, vendors etc. in all companies/businesses of the Group.

2. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?**
No stakeholder complaints other than mentioned in the Corporate Governance Report were received during the financial year. The Company has implemented the web-based grievance mechanism for stakeholders. The web link is https://www.adaniports.com/Sustainability

Principle 6: Business should respect, protect, and make effort to restore the environment.

1. **Does the policy pertaining to this Principle cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**
The Company has adopted an Occupational Health, Safety and Environment Policy as these aspects are integral to the Company's business values. The Policy covers only the Company.

2. **Does the Company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc? Y / N. If yes, please give hyperlink for webpage etc.**
Yes, the Company is continually doing several initiatives to address global environmental issues such as climate change and global warming in three different ways (i) through self-actions (ii) through awareness creation and (iii) through providing support for energy efficient services. The main objective behind all initiatives is to use and promote energy efficient technologies to reduce the energy consumption and related emission reduction. The Company has implemented number of initiatives, which has resulted in saving in fuel consumption and thereby avoided related emissions.

   The Company has also conducted carbon footprint assessment for six of its operating locations - Dahej, Dhamra, Goa, Hazira, Mundra and Tuna. Based on the assessment, Company will focus on reduction in energy consumption and emissions through various technical and technological interventions. Energy conservation targets are also taken for respective ports and efforts are made to achieve the same. The web-link is https://www.adaniports.com/sustainability.

3. **Does the Company identify and assess potential environmental risks? Y/N**
The Company has acquired International Standards ISO 9001:2015, ISO 14001:2004, OHSAS 18001:2007, ISO 28000:2007 certifications specifying the requirements for an Integrated Management System (IMS) as part of its objective to improve quality, health, safety and environment in the workplace.

   Yes, the Company regularly identifies and assesses environmental risk during all stages of its existing and planned projects being an integral part of IMS Certification. Additionally, the Company is also carrying out detailed environmental impact assessment studies to assess all the likely impacts due to project and also prepare environment management plan to mitigate those impacts.

   The Company is performing regular environmental monitoring of all the environmental parameters to assess the environmental status on a regular basis. Additionally, the Company is also carrying other scientific studies including marine modelling studies to assess the response of marine components and parameters to evaluate the marine operations safety.

4. **Does the Company have any project related to Clean Development Mechanism (CDM)? If so provide details thereof, in about 50 words or so. Also, If Yes, whether any environmental compliance report is filed?**
No, the Company does not have any projects related to Clean Development Mechanism (CDM).

5. **Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy etc.? Y/N. If yes, provide hyperlink to web page etc.**
The Company has already taken several initiatives to improve energy efficiency either through improved operations or through adoption of better technologies. The Company has converted all its diesel operated cranes into electric mode. Additionally, the Company has

also installed and operating regenerative crane system which reduces the demand for energy consumption. Golf carts are also used which in comparison to diesel driven cars, generate less emission. Solar lighting and solar water heaters are also installed at various locations within the port. The Company has installed roof top solar panels of 3.33 MW capacities at Mundra and thereby reduce the consumption & related emissions of conventional energy. The web-link is https://www.adaniports.com/sustainability.

6. Are the Emissions / Waste generated by the Company within the permissible limits given by CPCB / SPCB for the financial year being reported?

Yes, the Company has adopted and implemented adequate pollution control measures to maintain the norms under desired levels and accordingly emissions / waste generated are within the permissible limits given by CPCB/SPCB and the Environment Monitoring data including emissions and Waste generation and disposal details are regularly submitted to statutory authorities. Six Monthly Compliance Reports of Environment & CRZ Clearance and annual Environment Statement submitted to regulatory authorities are kept on Company's website.

As part of vision for Zero Waste, APSEZ has taken several initiatives in the handling and management of hazardous and non-hazardous waste at all operating port locations by focusing on 5R principles of waste management i.e. Reduce, Reuse, Reprocess, Recycle and Recover. As part of the initiative Mundra Port has achieved Zero Waste to Landfill Assurance Statement.

Major initiatives include, Reuse of treated sewage, Recycling of paper, plastic, metal, E-waste, Used oil etc., Reprocess of food waste, STP & ETP sludge, Oily cotton waste etc.

- Various initiatives are implemented for reduction in water and energy consumption footprint. Such initiatives have not only resulted in net environmental benefits but have also reduced the operational costs. To meet the freshwater demand, other industries treated wastewater and sea water is utilised through desalination plant at Mundra.
- Developing greenbelt and conservation as well as enhancement of marine biodiversity are given equal importance along with the development. Total cumulative terrestrial greenbelt development done till date is about 673.40 ha. across all port locations, Cumulative mangrove afforestation is done in an area 2889 Ha (Approx.) along with conservation of 2340 Ha at Mundra and a unique pilot project of development of bio-shield for protection of coastal areas is in progress at Jambusar, Gujarat.

In order to keep continuous track of impacts on environment, real time measurements of ambient air quality at Goa, Vizhinjam and Kattupalli ports & sea water turbidity at Vizhinjam port are carried out by installation of latest technological instruments.

7. Number of show cause / legal notices received from CPCB / SPCB which are pending as of end of financial year.

There are no show cause / legal notices received from CPCB/SPCB, which are pending as of end of financial year.

Principle 7: Business, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

1. Is your Company a member of any trade and chambers of association? If yes, name only those major ones that your business deals with.

Yes, the Company is a member of the following key associations:

- Confederation of Indian Industry
- Federation of Indian Export Organizations
- World Economic Forum
- United Nations Global Compact

Adani Group is a member of the following key associations:

- Federation of Indian Chamber of Commerce and Industry
- The Associated Chambers of Commerce and Industry of India
- Ahmedabad Management Association
- Gujarat Chamber of Commerce and Industry

2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? Yes/No; If yes specify the broad areas (Governance and Administration, Economic Reform, Inclusive Development Polices, Energy security, Water, Food Security, Sustainable Business Principles, Others).

Yes, through its membership in the above bodies, the Company has advocated on the key areas of improving the logistics and rail connectivity of ports. The Company has also advocated regarding notification of ports under export promotion schemes. This enables EXIM players to take benefit of export promotion schemes when they handle cargo at notified ports.

Principle 8: Business should support inclusive growth and equitable development

1. Does the Company have specified programme / initiatives/ projects in pursuit of the policy related to principle 8? If yes details thereof.

Adani Foundation works with a bottom-up approach with the community with an inclusive agenda. Adani Foundation has always endeavored to work in with the focus on sustainability, transparency and replicability.

The Company has been pursuing and promoting the societal mission of equitable development and inclusive

growth through Adani Foundation, the CSR and sustainability arm of the Adani Group of Companies. Adani Foundation, since its formation in year 1996, has been working in numerous strategic human development areas, benefitting the most deserving members of the society.

Adani Foundation has been working across 2250 villages in 18 states of India, creating meaningful impact in the lives of 3.2 million individuals a year. Its core areas of focus have been on Education, Community Health, Sustainable Livelihoods Development and Community Infrastructure Development.

2. **Are the programmes/projects undertaken through in-house team / own foundation /external NGO/ Govt. structure /any other organisation?**
Adani Foundation is the CSR, sustainability and community outreach arm of Adani Group. Established in 1996, Adani Foundation aligns its mission with the group philosophy of Growth with Goodness. Adani Foundation is committed to the cause of the deprived and underprivileged with a multi-faceted approach of development.

   Adani Foundation has proper operational and functional structures in place. At various strategic project locations across India, the organisation has got both human resource and operational infrastructure for efficient functioning.

   In addition, Adani Foundation has partnerships and collaborations with organisations of relevant expertise that include government departments & institutions, non-government think-tanks & agencies, community-based knowledge, among others.

3. **Have you done any impact assessment of your initiative?**
Yes, impact assessments of the ongoing CSR programs and need/outcome assessment at grass root level through participatory rural appraisals are conducted at regular intervals to evaluate and continually improve the program implementation and outcomes. The Company has conducted Social Return on Investment study for its "SAKSHAM" project for Mundra location.

4. **What is the Company's direct monetary contribution to community development projects and details of projects undertaken?**
The Company's monetary contribution to community development projects in financial year 2018-19 was ₹ 68.37 crore. The focus areas of the Company's community development projects are outlined in response to Question 5 under Section B.

5. **Have you taken steps to ensure that community development initiative is successfully adopted by the community? Please explain in 50 words.**
Community members are included in the process of need assessment, inception, execution and utilisation of services related to any development initiative. In addition, efforts are made to involve relevant govt. agencies and suitable non-govt. organisations. These inclusive approach help make our initiatives become more sustainable and being adopted by the community.

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

The customers have always been pivotal in shaping our strategies and developing business. In order to enhance our customer centricity levels way ahead of the marketplace, we have established a dedicated Customer Service Cell CSC). The CSC would be single point of contact for all the customers trying to reach out and interact with us.

1. **What Percentage of customer complaints / consumer cases are pending as on the end of financial year 2018-19?**
There are no customer complaints / consumer cases pending as of end of financial year 2018-19.

2. **Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)**
The Company does not manufacture any product; hence this is not applicable.

3. **Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as of end of FY 2018-19?**
There are no such cases against the Company in the Court of law.

4. **Did your Company carry out any consumer survey / consumer satisfaction trends?**
The Company actively seeks function-wise feedback from various stakeholders. For example, vessel feedback is collected from vessel masters for each and every vessel handled at the port.

   The Company carries out customer satisfaction survey through deployment of internal resources. The survey is normally conducted on an annual basis and covers feedback of customers across all port business verticals.

   Similarly, transporters and port users' feedback is sought by security function. The output of the survey is in form of concise actionable points and the same helped to improvise the services and infrastructure provided by the port to various port users