Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	**Corporate Identity Number (CIN) of the Listed Entity**	L75100MH1929PLC001530
2.	**Name of the Listed Entity**	Reliance Infrastructure Limited
3.	**Year of incorporation**	1929
4.	**Registered office address**	Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
5.	**Corporate address**	Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
6.	**E-mail**	rinfra.investor@reliancegroupindia.com
7.	**Telephone**	+91 22 4303 1000
8.	**Website**	www.rinfra.com
9.	**Financial year for which reporting is being done**	2025-26
10.	**Name of the Stock Exchange(s) where shares are listed**	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11.	**Paid-up Capital**	₹ 408.63 crore
12.	**Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report**	Shri Paresh Rathod Company Secretary & Compliance Officer +91 22 4303 1000 rinfra.investor@reliancegroupindia.com
13.	**Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)**	On a Consolidated Basis
14	**Name of assessment / assurance provider**	Not Applicable
15	**Type of assessment / assurance obtained**	Not Applicable

II. Products / Services

16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Power Distribution Business	Electric Power Generation, Transmission and Distribution	91.53

17. Products / Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Power Distribution Business	35109	91.53

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	2,556*	381	2,937
International	-	-	-

*Includes substations and functional location of Power distribution business

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	7
International (No. of Countries)	1

b. What is the contribution of exports as a percentage of the total turnover of the entity?

1.90%

c. A brief on types of customers:

The Company, through its diversified businesses, serves a broad and diverse customer base across the power distribution, metro, toll roads, engineering & construction (E&C) and defence sectors. Its power distribution businesses supply electricity to approximately 5.46 million consumers across Delhi through BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) collectively referred to as the 'Delhi Discoms', comprising domestic, commercial, industrial, agricultural, public utility, railway, street lighting and other consumer categories.

The Metro business caters to commuters travelling on the Versova-Andheri-Ghatkopar corridor in Mumbai. Mumbai Metro One Private Limited (MMOPL) continues to lead the nation's metro systems with exceptional ridership milestones, having served over 1200 million passengers as of March 31, 2026. This outstanding figure cements Mumbai Metro Line-1's status as the busiest metro corridor in India. Notably, daily ridership has not only rebounded post-pandemic but has also exceeded pre-COVID levels, driven by improved accessibility and strategic integration with the expanding metro ecosystem, including Line 2A (Dahisar East to D.N. Nagar, Andheri West), Line 7 (Dahisar East to Gundavali, Andheri East near Western Express Highway Station), and Line 3 (SEEPZ to Cuffe Parade), and recently opened lines, Line-2B and Line -9. Line-1's critical interchanges at Ghatkopar and Andheri, connected with Mumbai's suburban rail network, offer commuters a seamless, time-saving journey.

The Toll Road business serves regular and non-regular users across its road network in Maharashtra, and Tamil Nadu through 10 toll plazas operating in 6 toll roads of the Company. Our customers are the regular and non-regular users of the stretch between Pune and Satara (140.35 KM) Dindigul and Samayanallore (53.32 KM), Salem and Ulundurpet (136.36 KM), Trichy and Karur (63.55 KM), Trichy and Dindigul (88.6 KM), Namakkal and Karur (41.375 KM) who drive vehicles of types Car, Light Commercial Vehicle, Buses, Truck (3 Axle), Multi-Axle Vehicles.

The Company's E&C Projects are carried out for various Government and Semi Government agencies like National Highway Authority of India (NHAI), Nuclear Power Corporation of India Limited (NPCIL), Maharashtra State Road Development Corporation (MSRDC) etc.

The Defence Business serves domestic and international defence and aerospace customers through strategic partnerships with Dassault Aviation, Thales and Diehl Defence. Through Dassault Reliance Aerospace Limited (DRAL), the Defence Business manufactures aerostructures and assemblies for the Falcon 2000, Falcon 6X, Falcon 8X and Rafale platforms, with over 1,241 assemblies delivered and an opportunity pipeline of approximately ₹2,300 crore across domestic and export markets. Through Thales Reliance Defence Systems (TRDS), the Defence Business assembles and integrates AESA radars, electronic warfare suites and navigation equipment for the Rafale fleet and has pioneered the indigenisation of critical radar components. The Defence Business has also successfully designed and developed a new generation of 155 mm artillery shells in collaboration with the Armament Research and Development Establishment (ARDE), Pune, a premier Defence Research and Development Organisation (DRDO) laboratory. Defence exports stood at ₹360 crore in FY26.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
		Employees				
1.	Permanent (D)	4,937	4,407	89.26	530	10.74
2.	Other than Permanent (E)	79	73	92.41	6	7.59
3.	**Total employees (D + E)**	**5,016**	**4,480**	**89.31**	**536**	**10.69**
		Workers				
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	15,509	14,726	94.95	783	5.05
6.	**Total workers (F + G)**	**15,509**	**14,726**	**94.95**	**783**	**5.05**

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
		Differently Abled Employees				
1.	Permanent (D)	25	21	84.00	4	16.00
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total differently abled employees (D + E)**	**25**	**21**	**84.00**	**4**	**16.00**
		Differently Abled Workers				
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	28	25	89.29	3	10.71
6.	**Total differently abled workers (F + G)**	**28**	**25**	**89.29**	**3**	**10.71**

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B / A)
Board of Directors	6	2	33.33
Key Management Personnel	2	0	0

Note: The data pertains to the Board and KMPs of the Listed Entity only.

Shri Vijesh Thota, who held the position of Executive Director and Chief Financial Officer as on March 31, 2026, is considered under both Board of Directors and Key Management Personnel.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.05	11.86	10.24	8.61	9.80	8.73	7.64	7.91	7.67
Permanent Workers	-	-	-	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)

23. (a) Names of Holding / Subsidiary / Associate Companies / Joint Ventures

Sl. No.	Name of the Holding / Subsidiary / Associate Companies / Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Reliance Airport Developers Limited	Subsidiary	65.21	No
2.	Nanded Airport Limited	Subsidiary	74.26	No
3.	Baramati Airport Limited	Subsidiary	74.26	No
4.	Latur Airport Limited	Subsidiary	74.26	No
5.	Yavatmal Airport Limited	Subsidiary	74.26	No
6.	Osmanabad Airport Limited	Subsidiary	74.26	No
7.	Reliance Power Transmission Limited	Subsidiary	100	No
8.	Talcher II Transmission Company Limited	Subsidiary	100	No
9.	North Karanpura Transmission Company Limited	Subsidiary	100	No
10.	DS Toll Road Limited	Subsidiary	100	Yes
11.	NK Toll Road Limited	Subsidiary	100	Yes
12.	GF Toll Road Private Limited (Cease to be subsidiary w.e.f. February 23, 2026)	Subsidiary	100	Yes
13.	PS Toll Road Private Limited	Subsidiary	100	Yes
14.	KM Toll Road Private Limited	Subsidiary	100	Yes
15.	HK Toll Road Private Limited	Subsidiary	100	Yes
16.	SU Toll Road Private Limited	Subsidiary	100	Yes
17.	TD Toll Road Private Limited	Subsidiary	100	Yes
18.	TK Toll Road Private Limited	Subsidiary	100	Yes
19.	JR Toll Road Private Limited	Subsidiary	100	Yes
20.	Reliance Defence Limited	Subsidiary	100	No
21.	Reliance Defence Systems Private Limited	Subsidiary	100	No
22.	Reliance SED Limited	Subsidiary	74	No
23.	Reliance Propulsion Systems Limited	Subsidiary	100	No
24.	Reliance Defence Systems and Tech Limited	Subsidiary	100	No
25.	Reliance Defence Infrastructure Limited	Subsidiary	100	No
26.	Reliance Land Systems Limited	Subsidiary	100	No
27.	Reliance Naval Systems Limited	Subsidiary	100	No
28.	Reliance Unmanned Systems Limited	Subsidiary	100	No
29.	Reliance Aerostructure Limited	Subsidiary	100	No
30.	Reliance Helicopters Limited	Subsidiary	100	No
31.	Jai Ammunition Limited	Subsidiary	100	No
32.	Jai Armaments Limited	Subsidiary	100	No
33.	Reliance Velocity Limited (Merged with Reliance Infrastructure Limited w.e.f September 30, 2025)	Subsidiary	100	No
34.	Thales Reliance Defence Systems Limited	Subsidiary	51	Yes
35.	Reliance Global Limited	Subsidiary	100	No
36.	Reliance Energy Limited	Subsidiary	100	No
37.	Reliance Energy Trading Limited	Subsidiary	100	No
38.	CBD Tower Private Limited	Subsidiary	89	No
39.	Neom Smart Technology Private Limited	Subsidiary	100	No
40.	BSES Rajdhani Power Limited	Subsidiary	51	Yes
41.	BSES Yamuna Power Limited	Subsidiary	51	Yes

Sl. No.	Name of the Holding / Subsidiary / Associate Companies / Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
42.	BSES Kerala Power Limited	Subsidiary	100	No
43.	Mumbai Metro One Private Limited	Subsidiary	74	Yes
44.	Delhi Airport Metro Express Private Limited	Subsidiary	99.95	No
45.	Mumbai Metro Transport Private Limited	Subsidiary	48	No
46.	Tamil Nadu Industries Captive Power Company Limited	Subsidiary	33.70	No
47.	Reliance EV Private Limited	Subsidiary	100	No
48.	Reliance Jai Auto Private Limited	Subsidiary	100	No
49.	Reliance Unlimit Private Limited	Subsidiary	100	No
50.	Reliance Risee Private Limited	Subsidiary	100	No
51.	Reliance Jai Private Limited	Subsidiary	100	No
52.	Reliance Jai Properties Private Limited	Subsidiary	100	No
53.	Reliance Jai Realty Private Limited	Subsidiary	100	No
54.	Reliance Clean EV Private Limited	Subsidiary	100	No
55.	Reliance Solar BESS Energies Private Limited (Formerly known as Reliance Perfect Private Limited)	Subsidiary	100	No
56.	Reliance Pure EV Private Limited	Subsidiary	100	No
57.	Reliance Battery Greentech Private Limited (Formerly Reliance EV Go Private Limited)	Subsidiary	100	No
58.	Reliance CleanTech Mobility Private Limited	Subsidiary	100	No
59.	Reliance Renewable Constructors Private Limited	Subsidiary	100	No
60.	Reliance Zetta Uni Private Limited (Formerly Reliance LovE Private Limited)	Subsidiary	100	No
61.	Reliance Green Innovation Private Limited	Subsidiary	100	No
62.	Reliance Risee Green Private Limited (Formerly Known as Reliance MoEVing Private Limited)	Subsidiary	100	No
63.	Reliance GreenTech Mobility Private Limited	Subsidiary	100	No
64.	Reliance Zetta Solar Private Limited	Subsidiary	100	No
65.	Reliance Zetta SolarTech Private Limited	Subsidiary	100	No
66.	Reliance Green Glide Private Limited	Subsidiary	100	No
67.	Reliance Neo Energies Private Limited (Formerly known as "Reliance Geothermal Power Private Limited")	Associate	25	No
68.	Gullfoss Enterprises Private Limited	Associate	50.01	No
69.	Metro One Operation Private Limited	Associate	30	No
70.	Reliance Power Limited	Associate	24.90	No
71.	Utility Powertech Limited	Joint venture	50	Yes
72.	Reliance Enterprises Private Limited	Associate	50	Yes
73.	Dassault Reliance Aerospace Limited (Cease to be subsidiary w.e.f. September 04, 2025 and Associate thereafter)	Associate	49	Yes
74.	SB Holding L.L.C-FZ w.e.f 15.07.2025	Subsidiary	100	No
75.	GDL - Reliance Solar Pte Ltd w.e.f 24.07.2025	Joint venture	25% (50% alongwith Rpower)	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes. While the listed entity was not required to spend any amount on CSR during financial year 2025-26 pursuant to Section 135 of the Companies Act, 2013, At the group level, the Company has carried out a number of CSR Initiatives. The details of the CSR Interventions carried out by the group are provided in the Management Discussion and Analysis Report forming part of this Annual Report.

(ii) Turnover (in ₹): 418.70 crore

(iii) Net worth (in ₹): 24,231.36 crore

Note: The turnover and net worth are on standalone basis.

VII. Transparency and Disclosures Compliances

25. Complaints / Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No)	FY 2025-26			FY 2024-25		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	**No**	-	-	-	-	-	-
Investors (other than shareholders)	**Not Applicable**	-	-	-	-	-	-
Shareholders	**Yes** The details of shareholder grievance redressal mechanism is provided in the Investor Information section of the Annual Report and also on the website of the Company www.rinfra.com and the website of the Registrar and Transfer Agent (RTA) www.kfintech.com	-	-	-	-	-	-
Employees and workers	**Yes** Please refer Question 5 under Principle 5 Whistle Blower Mechanism https://www.rinfra.com/whistle-blower-policy	-	-	-	-	-	-
Customers	**Yes** Please refer Principle 9 (Link: https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf and https://mmo.reliancemumbaimetro.com/crm)	-	-	-	-	-	-
Value Chain Partners	No	-	-	-	-	-	-
Other (please specify)	No	-	-	-	-	-	-

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Customer Satisfaction	O	The Company being in service sector, customer satisfaction is utmost important. The quality of services provided and the dedicated customer grievance handling mechanism are the key for business growth.	-	Positive
2.	Road Safety	R	Operates National Highways and hence, subject to high risk of accidents.	Various road safety measures adopted like Black Spot identification and removal/ lower the associated risks, installation of appropriate traffic signals and sign boards to guide people and to minimize accidents in all road projects, Ambulance services with 1 paramedical staff that are available 24X7 at all plazas to ensure immediate care, conducting Safety awareness programs and campaigns to create awareness.	Negative
3.	Workforce safety	R	The nature of business is subject to high risk of safety hazards	The Business unit conduct regular safety training to all the employees, third party contractor and does periodic safety audit and inspections. Cultivating a culture of safety among staff and workmen. Ensuring compliance with the HSE requirements/ terms and designing work methods ensuring safety aspects. The Company and SPVs have life and medical insurance facility have been provided to all workmen/ employees.	Negative
4.	Cyber Risk	R	Risk of breaches of security to gain access to information systems due to exposure to the Internet	Implementation of Integrated Intrusion Detection and Prevention Monitoring System (Managed Security Services) with auto monitoring, ethical log monitoring program to prevent unauthorised access or data leaks, security patch monitoring and alerting process is in place, encryption of every incoming and outgoing communication, Email campaigns to educate employees regarding cyber security covering topics such as phishing awareness, password hygiene, safe browsing practices and data protection measures.	Negative

S. No.	Material issue identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Energy and Water	R	Inefficient and negligent use of energy and water may result in high consumption and wastage	Various measures for conservation and optimum use of energy and water have been undertaken by the Company like clean and green energy generation through roof top solar plants, energy effective lighting like LED, energy optimized metro train running profile ensuring optimal regeneration of up to 34%, rainwater harvesting, wastewater treatment plants for recycle and reuse of water.	Negative
6.	Sudden unexpected increase in price of Project material cost	R	Historical data analysis and current trend	Can not be mitigated completely. Project contingency plan may protect upto some extent.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fair-trade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The policy is in line with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, 2011 (NVGs) and the same was updated in terms of the NGRBC. They also conform to international standards adopted by the Group like ISO 9001, ISO 14001 and ISO 45001								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No	No	No	No	No	No	No	No	No
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Nil								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

   At Reliance Group, we believe that responsible business conduct and sustainable practices are integral to long-term value creation and stakeholder trust. The Company remains committed to conducting its operations in an ethical, transparent, and environmentally and socially responsible manner, while maintaining strong standards of corporate governance.

   Our ESG approach is embedded within the Company's strategic priorities and operational framework. We continue to strengthen our practices relating to environmental stewardship, employee well-being, customer responsibility, community engagement, and governance oversight in line with evolving stakeholder expectations and regulatory requirements.

   The Company recognizes that ESG-related challenges continue to evolve in a dynamic business environment. Key areas of focus include managing environmental impact, ensuring responsible use of resources, strengthening workplace health and safety, promoting diversity and inclusion, maintaining ethical business conduct, and enhancing supply chain responsibility.

   The Board and senior management provide continuous oversight on sustainability-related matters and remain committed to integrating ESG considerations into business decisions and risk management processes. Through a culture of accountability and responsible leadership, the Company seeks to create sustainable and inclusive growth for all stakeholders.

Vijesh Babu Thota
(Executive Director & Chief Executive Officer)

Ms. Chhaya Virani
(Chairperson)
Corporate Social Responsibility and Sustainability Committee

8. Details of the highest authority responsible for implementation and oversight of Business Responsibility Policy (ies).

   Yes, Corporate Social Responsibility and Sustainability Committee of the Board of Directors of the Company is responsible for implementation and oversight of the Business Responsibility policy (ies).

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

   The Composition of the Committee as on date is as under:

Name of Director	DIN	Category	Role
Ms. Chhaya Virani	06953556	Independent Director	Chairperson
Ms. Manjari Kacker	06945359	Independent Director	Member
Shri V S Verma	07843461	Independent Director	Member
Dr. Thomas Mathew	05203948	Independent Director	Member
Shri Vijesh Babu Thota	09128139	Executive Director	Member

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	C	C	C	C	C	C	C	C	C	A	A	A	A	A	A	A	A	Q
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	C	C	C	C	C	C	C	C	C	A	A	A	A	A	A	A	A	Q

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.					No				

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated: - Not Applicable

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next Financial Year (Yes/No)									
Any other reason									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The information provided under this report covers the Essential Indicators.

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

1. Percentage coverage by training and awareness programmes on any of the Principles during the Financial Year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel (KMP)	10	During the year, Board members and KMPs were apprised of various updates pertaining to business, regulatory, safety, ESG matters, etc. which provided insights on the topics under the nine Principles.	100
Employees other than BOD and KMPs	555	With the objective of creating awareness and enhancing the capabilities of employees and workers across the Group, training programmes were conducted on topics including ESG awareness, Prevention of Sexual Harassment (POSH), health, safety and wellness, cybersecurity and data privacy, Artificial Intelligence (AI) and digital skills, environmental sustainability, diversity, equity and inclusion (DEI), leadership and behavioural development, technical and functional capability building, operational excellence, customer and stakeholder engagement, and regulatory compliance.	92.42
Workers	456		75.13

Note: The data pertains to the Board and KMPs of the Listed Entity only.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the Financial Year, in the following format: (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	Monetary				
	NGRBC Principle	Name of the regulatory / enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
Penalty/ Fine					
Settlement	Nil				
Compounding fee					

	Non-Monetary			
	NGRBC Principle	Name of the regulatory / enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes / No)
Imprisonment	Nil			
Punishment				

Note: Refer para titled – 'Material Changes and Commitments, if any, affecting the financial position of the Company' of the Directors' Report.

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case details	Name of the regulatory / enforcement agencies / judicial institutions
Not Applicable	

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy. –**

Yes. The Company's Code of Conduct contains the clauses on anti-corruption or anti-bribery.

As per the code of conduct of the Company, Employees, are strongly discouraged from disparaging, misrepresenting or harassing a competitor; stealing trade secrets, bribery, kickbacks or any other corrupt practices.

Employees must be particularly careful to avoid actions that create the appearance of favouritism or that may adversely affect the company's reputation. Employees should neither seek nor accept for themselves or others any gifts, favours, business courtesies without a legitimate business purpose and should avoid a pattern of accepting frequent courtesies from the same person's or companies.

These details are available at https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf

5. **Number of Director/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:**

	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. **Details of complaints with regard to conflict of interest:**

Details	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable as there were no such cases of corruption and conflict of interest.

8. **Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:**

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	390	367

9. **Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	61.35	61.47
	b. Number of trading houses where purchases are made from	12	12
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100	100
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.85	0.64
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-

Parameter	Metrics	FY 2025-26	FY 2024-25
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.89	2.57
	b. Sales (Sales to related parties / Total Sales)	2.47	1.47
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	97.08	89.84
	d. Investments (Investments in related parties / Total Investments made)	52.78	40.23

Note: The comparative figures for FY 2024-25 have been restated to align with the current year's basis of computation. Accordingly, the purchase cost for FY 2024-25 has been recomputed to include the entire purchase cost instead of only the power purchase cost.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impact of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	33.84%	33.41%	For upgradation, strengthening and modernization of the distribution system includes technological investments towards enhancing safety, reliability and energy efficiency. Tech-Refresh of all legacy IT systems in order to enhance the security of the organization in addition to productivity of the employees.

2. a. **Does the entity have procedures in place for sustainable sourcing?**

   Yes

   b. **If yes, what percentages of inputs were sourced sustainably?**

   The Company has procedures in place for sustainable sourcing. In fact, the Company encourages its vendors, contractors and suppliers for effective implementation of the same by including environmental, health & safety and sustainability clauses in all its Purchase Orders and Work Orders.

   Delhi Discoms of the Company has established procedures for sustainable sourcing through a diversified power procurement portfolio comprising thermal, hydro, nuclear, and renewable energy sources, including solar, wind, hybrid, and waste-to-energy. Power procurement is undertaken through a combination of long-term Power Purchase Agreements (PPAs) and competitive bidding processes in compliance with applicable regulatory requirements. The Company fulfils its Renewable Purchase Obligation (RPO) in accordance with the guidelines prescribed by the relevant regulatory authorities. It also adheres to the requirements of the Ministry of Power (MoP) and applicable regulations issued by the Central Electricity Regulatory Commission (CERC) and the Delhi Electricity Regulatory Commission (DERC). In addition, the Company follows prudent procurement practices, including due diligence of power generators (GENCOS), to promote responsible and sustainable sourcing of electricity.

   As part of sourcing strategy in the E&C Business, our priority is to source local raw materials like sand, stone aggregates etc. for construction of Roads, Structures and Toll Plazas. Our priority is to use locally available raw materials and engage local labour for construction and O&M activities.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste**

   The Company has processes in place for the safe reclaiming, recycling, reuse, and disposal of end-of-life products and waste streams, as applicable across its businesses.

Through the Environment Management System (ISO 14001), the E&C Division undertakes initiatives to improve waste efficiency. Fly ash bricks are used to reduce the carbon footprint, while the use of fly ash in ready-mix concrete (batching plants) helps protect the environment by partially replacing cement, the production of which involves significant energy consumption and CO_2 emissions.

In toll road projects, scarified bituminous material generated at site is reused for the rectification of damaged sections due to waterlogging and is also used for surface preparation in earthen shoulders.

At Mumbai Metro, scrap and waste are sold to approved vendors for recycling.

At the Delhi Power Distribution Companies, products are designed with recyclable materials at the vendor end. Reclaiming involves establishing collection points for decommissioned equipment, assessing items for refurbishment, disassembling them for material recovery, and partnering with specialized recycling facilities for the proper recycling and disposal of materials such as copper, steel, and other minerals in compliance with applicable environmental regulations. Sensitive data is safeguarded through appropriate data sanitization procedures. Records of reclaimed equipment and materials are maintained, and continuous improvement initiatives such as 7S and Kaizen are implemented to optimize resource recovery and minimize waste generation.

Plastic waste, e-waste, hazardous waste, and other waste are collected from different offices and deposited at a centrally located store. Thereafter, they are disposed of through the defined process by auction through Metal Scrap Trade Corporation to authorized recyclers. Waste paper is collected at source by authorized agencies for recycling in exchange for paper reams. Identified end-of-life e-waste is scrapped through the standard procedure, wherein a certified vendor is finalized by the procurement team, the e-waste is handed over to the vendor, and a Green Certificate is obtained after completion of the recycling process.

BYPL adheres to the Batteries (Management and Handling) Rules, 2001, the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016, and the E-Waste (Management) Rules, 2016 to ensure the safe disposal of waste in accordance with the applicable category of hazards.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

No. Extended Producer Responsibility is currently not applicable to the Companies activities. Our waste management plan considers the applicable regulations and is aimed towards minimization as well as recycle/reuse of waste.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

1. a. **Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	4,407	4,407	100	4,407	100	-	-	3,509	79.62	1,479	33.56
Female	530	530	100	530	100	408	76.98	-	-	405	76.42
Total	**4,937**	**4,937**	**100**	**4,937**	**100**	**408**	**8.26**	**3,509**	**71.08**	**1,884**	**38.16**
Other than Permanent employees											
Male	73	73	100	73	100	-	-	-	-	-	-
Female	6	6	100	6	100	-	-	-	-	-	-
Total	**79**	**79**	**100**	**79**	**100**	**-**	**-**	**-**	**-**	**-**	**-**

b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-		-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Other than Permanent Workers											
Male	14,726	10,642	72.27	13,821	93.85	-	-	-	-	-	-
Female	783	458	58.49	618	78.93	618	78.93	-	-	-	-
Total	**15,509**	**11,100**	**71.57**	**14,439**	**93.10**	**618**	**3.98**	**-**	**-**	**-**	**-**

Note: Health Insurance is not provided for the workers who are covered under Employee State Insurance Scheme.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.26	0.20

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year

Benefits	FY 2025-26			FY 2024-25		
	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A)	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A)
PF	98.25	92.95	Y	82.43	100	Y
Gratuity	98.25	0.00	Y	65.40	0.00	Y
ESI	2.81	28.82	Y	1.71	30.94	Y
Others	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, The group has policy for disabled in place which is specifically aiming at safeguarding interest of differently abled by facilitating necessary support in terms of physical infrastructure, digital infrastructure, working environment, equal opportunity, transfer and posting, disability leave etc. Various office buildings are easily accessible to differently abled employees through wheelchair friendly ramps and lifts. Braille signage are provided in the lifts for the benefit of visually challenged and restrooms compatible to the disabled are provided.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. The Weblink for the policy is https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	-	-
Female	100	100	-	-
Total	**100**	**100**	**-**	**-**

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

Categories	Yes / No (If yes, then give details of the mechanism in brief)
Permanent Workers Other than Permanent Workers Permanent Employees Other than Permanent Employees	Yes. To achieve employee Engagement and effective resolution of employee grievances, the Employees are provided multiple forums for raising their concerns and grievances and obtain redressal. HR Care System provides a centralized email id where the employees can reach out and also provides a mechanism of steering Committees to address the queries and concerns of all the employees/associates working across the length & breadth of organization. Division Steering Committees (DSC) are formed to address the employee grievances at the field level. The DSCs are meeting periodically to review the employee/associate grievances for different departments/offices in their division jurisdiction and resolve them to the extent feasible. Employees can submit their queries or concerns by login into HRCare Portal wherein the respective process owner will get mailing alerts on request submission. The issue will be resolved by Process Owner and reply will be sent to the user on mail. The User can track the status of their request through unique request number generated at the time of submission. In Delhi Discoms, for achieving employee engagement and effective resolution of employee grievances, Circle wise Employee Engagement Committee has been constituted comprising of Steering Committee members supported by Employee Engagement Officer (EEO) & Nodal Officer. This Committee further supports the Apex Committee chaired by the business CEO and the other members.

7. **Membership of employees and worker in association(s) or Unions recognised by the listed entity:**

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or union (B)	%(B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or union (D)	%(D/C)
Total Permanent Employees						
Permanent	4,937	1,447	29.31	4,835	1,809	37.41
Male	4,407	1,291	29.29	4,336	1,632	37.64
Female	530	156	29.43	499	177	35.47
Total Permanent Workers						
Permanent	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

8. **Details of training given to employees and workers:**

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4,480	2,680	59.82	3,767	84.08	5,212	860	16.50	3,016	57.87
Female	536	302	56.34	420	78.36	644	96	14.91	294	45.65
Total	**5,016**	**2,982**	**59.45**	**4,187**	**83.47**	**5,856**	**956**	**16.33**	**3,310**	**56.52**
Workers										
Male	14,726	1,625	11.03	1,631	11.80	13,900	275	1.98	1,037	7.46
Female	783	86	10.98	225	28.74	593	2	0.34	249	41.99
Total	**15,509**	**1,711**	**11.03**	**1,856**	**11.97**	**14,493**	**277**	**1.91**	**1,286**	**8.87**

9. Details of performance and career development reviews of employees and worker:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D/ C)
Employees						
Male	4,480	4,342	96.92	5,212	4,258	81.70
Female	536	513	95.71	644	483	75.00
Total	**5,016**	**4,855**	**96.79**	**5,856**	**4,741**	**80.96**
Workers						
Male	14,726	7,571	51.41	13,900	7,923	57.00
Female	783	461	58.88	593	433	73.02
Total	**15,509**	**8,032**	**51.79**	**14,493**	**8,356**	**57.66**

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes, The Company has implemented Occupational Health and Safety Management Systems (OHSMS) across its businesses to provide a safe and healthy work environment for employees and workers. The systems encompass safety policies and procedures, hazard identification and risk assessment, safety training, incident reporting and investigation, emergency preparedness, compliance monitoring, and continual improvement. The key features of the OHSMS across businesses are as follows:

- Delhi Discoms: The OHSMS covers all employees, workers, and operational locations, including offices. It comprises Occupational Health and Safety (OH&S) policies, hazard identification and risk assessment, compliance monitoring, safety committees with worker participation, induction, job-specific and refresher training, incident reporting and investigation, occupational health surveillance, emergency preparedness and disaster management, internal audits, contractor safety governance, and continuous performance monitoring and improvement. BYPL has implemented an ISO 45001:2018-certified OHSMS, while both distribution businesses are committed to maintaining a safe and healthy workplace through systematic risk management and continual improvement.
- Mumbai Metro: MMOPL has implemented an OHSMS in accordance with ISO 45001:2018, covering all business activities. The system includes safety procedures, employee training through induction, job-specific and refresher programmes, and covers all employees and workers.
- Toll Road Business: OH&S is embedded across all operations, with emphasis on accident prevention, continuous improvement, and maintaining a safe working environment. All employees and workers are covered through induction, job-specific, and refresher safety training programmes.
- Engineering & Construction (E&C): OH&S is managed through the implementation of safety protocols and procedures prescribed under the respective EPC contracts, with compliance monitored by the end client.
- Defence Business: The OHSMS covers all employees, workers, and operational locations. It includes workplace safety policies, hazard identification and risk assessment, incident reporting, emergency preparedness, use of personal protective equipment (PPE), safety training, and compliance with applicable occupational health and safety requirements.

OH&S is managed through a structured safety management framework comprising hazard identification and assessment, risk control measures, emergency preparedness, employee training, incident investigation, and employee participation, fostering a safety-conscious workplace.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

At Delhi Discoms, HIRA (Hazard identification and risk assessment) is used to identify work-related hazards and assess risks. The potential risks and hazards at the workplace are identified and divided into three categories (low, medium, high) and hazard prompt list is prepared. Hazards are analysed, evaluated and adequate control measures are implemented to reduce impact on environment and humans.

Health and Safety Management System at MMOPL comprises of followings safety processes for identifying work related hazards and assess risks on routine and non-routine basis:

i. Safety Leadership and Accountability with OH&S Objective;
ii. Hazard Identification, Risk Assessment and Risk Management;
iii. Design, Construction, Operational Planning and Control;
iv. Employees and Workers Competency before Deploying them on Work;
v. Communication, Consultation and Participation;
vi. Established process for Reporting & Recording of Incidents, Non-conformities and Near Miss cases;
vii. Established process for investigation of Incidents/Non conformities including the Findings in Learning
viii. Change Management Process
ix. Workers Safety Management
x. Measurement, Monitoring and Review
xi. Fire Detection and Suppression System as per National Fire Protection Association (NFPA).

At our Toll Roads, the following processes are used to identify work-related hazards and assessment of risks are as below:

1. Hazard Identification: This involves systematically identifying potential hazards present in the workplace, which include workplace inspections, job hazard analyses, incident reports, employee feedback, and review of relevant regulations and standards.

2. Risk Assessment: Once hazards are identified, a risk assessment is conducted to determine the likelihood and severity of potential harm or injury resulting from those hazards. This involves evaluating factors such as the frequency of exposure, potential consequences, and the number of people at risk. Risk assessments can be qualitative, semi-quantitative, or quantitative, depending on the complexity and nature of the hazards.

3. Job Safety Analysis (JSA): A JSA, also known as a Job Hazard Analysis (JHA), is a systematic process of breaking down a job into individual tasks and identifying potential hazards associated with each task. By analyzing the sequence of steps, tools, materials, and environmental factors, JSAs help identify hazards and determine appropriate control measures to mitigate risks.

4. Safety Inspections and Audits: Regular safety inspections and audits are conducted to identify and evaluate hazards and risks in the workplace. Trained personnel / safety officers / external auditors conduct these assessments to ensure compliance with safety standards, policies, and procedures.

5. Incident Reporting and Investigation: Encouraging employees to report incidents, near misses, and potential hazards is crucial for ongoing hazard identification. Incidents are thoroughly investigated to determine root causes, contributing factors, and underlying hazards. This information is then used to implement corrective actions and prevent future occurrences.

6. Safety Committees and Meetings: Establishing safety Committees or holding regular safety meetings allows employees to actively participate in hazard identification and risk assessment. These forums provide a platform to discuss safety concerns, share best practices, and propose improvements to mitigate risks.

7. Change Management and Risk Review: Routine and non-routine changes in work processes, equipment, materials, or the introduction of new technologies should undergo a thorough review for potential hazards and associated risks. This includes assessing the impact of changes, conducting risk assessments, and implementing appropriate control measures before the changes are implemented.

8. Ongoing Monitoring and Review: Hazards and risks should be continuously monitored and reviewed to ensure that control measures are effective and relevant. This includes periodic reassessments, employee feedback, incident analysis, and keeping up-to-date with regulatory changes and industry best practices.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.

Yes.

d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?**

Yes.

11. **Details of safety related incidents, in the following format:**

Safety Incident / Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.00	0.21
	Workers	0.15	0.22
Total recordable work-related injuries	Employees	2	2
	Workers	6	11
No. of fatalities	Employees	0	0
	Workers	1	2
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	2	8

12. **Describe the measures taken by the entity to ensure a safe and healthy work place.**

Safety of its own employees as well as the society in general is paramount for Reliance Group. The Company ensures safety by competency development, training and advanced technology based engineering, engineering controls and use of personnel protective equipment's (PPEs) and special tools.

At every location of business, steps are taken on regular basis to ensure safety of employees and equipment. Some of the measures taken to ensure fulfillment of safety requirements include mandatory safety training for all employees, internal and external safety audits, mock drills, emergency preparedness planning, disaster management, hazard identification & risk assessment, compliance of all statutory requirements, setting up of safety committees with representation of working level staff, site visits and inspections, safety promotion campaigns, regular health screenings to ensure fitness for duty, fostering a supportive work environment through open communication channels and regular feedback mechanisms like town halls, station connects, metrologues, periodic reviews, prevention of sexual harassment & prevention of workplace bullying, etc.

Delhi Discoms apply the effective control measures like elimination of less important/redundant activities to reduce risk and to substitute the activity by another easy activity, Isolation of hazards from the persons, engineering changes in the process, equipment or tools, using administrative guidelines, procedures, rosters, training etc. to minimize the impact of hazard, use of PPE, conducting regular risk assessments to identify potential hazards and risks in the workplace. This includes assessing physical hazards (such as equipments, ergonomics, etc.) as well as psychosocial risks (such as workload, stress, and workplace bullying).

Further, safety policies are established and communicated with detailed Standard Operating Procedures (SOPs) to all employees, outlining safe behavior, reporting procedures for hazards and incidents and protocols for emergency response.

Health and wellness programs are implemented to promote physical and mental well-being among employees.

Compliance with relevant occupational health and safety regulations and standards are ensured.

Safety Is an integral part of KRA/KPI of every employee. The overall employee incentive is calculated after considering safety aspect as one of the key parameter. Various safety events are organized and employees are rewarded to enhance safety culture. All our businesses are Committed for zero accident of employee and public. Even a small safety lapse is viewed seriously and detailed root cause are analyzed and circulated to avoid its reoccurrence.

13. **Number of Complaints on the following made by employees and workers:**

Particulars	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

At the MMOPL, all safety related accidents including Near Miss cases are investigated and learning from the investigation report is shared across the organization for implementation of corrective actions to stop reoccurrence of the incidents. Effectiveness of Corrective actions deployment is monitored and checked during safety Audits. Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through elimination of manual job by use of Technology, Safety Capability Building, Monitoring and supervision etc.

At the Distribution business, assessments are also carried out by respective Government authorities and the Company has not received any non-compliance certification. Regular Safety inspections and audits are conducted to identify and mitigate safety hazards on-site, leading to ongoing revisions of Standard Operating Procedures (SOPs) to enhance safety continuously. Observation/corrective measures learned from any such incident are systematically shared within the organization to prevent the recurrence of accidents, incidents, or near misses, fostering a culture of continuous improvement. Company also engages with all stakeholders, including Employees, Unions, Regulators, and Community members (RWAs), to address safety concerns and develop effective solutions collaboratively. This engagement includes forming Safety committees, conducting joint inspections, and seeking input from stakeholders on safety improvement initiatives. By implementing these measures, the Company ensures a comprehensive approach to safety.

We ensure at our Road Business that there is 24x7 basis route patrolling services throughout the entire stretch of the Project highway to address the safety-related incidents in the timely manner. We have implemented the adequate safety measures such as Traffic Sign Boards, Solar Blinkers, Road Studs, Delineators, Guard Posts, Reflective Strips, Pavement marking & Road safety awareness (Road users, Local public and students) in terms of corrective action undertaken throughout the entire stretch of the Project highway.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

1. Describe the processes for identifying key stakeholder groups of the entity.

Any individual or group of individuals or institution that adds value to the business chain of the Corporation is identified as a core stakeholder. The Company has mapped the stakeholders i.e. Shareholders, Employees and workers, customer, value chain Partners and Community and out of these, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually Half yearly/ Quarterly /others– please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Various modes including e-mail, newspapers, company website.	Frequently and need basis	Keeping investors updated of all developments in the Company.
Employees and workers	No	HR Care Portal, Email, CEO communication meet, town halls	Regular	Employee engagement
Customers	No	Email, SMS, advertisement, website, social media	Regular	Offers, Awareness campaigns, query resolution

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually Half yearly/ Quarterly /others– please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Value Chain Partners	No	Email, vendor meet	Annual, periodic	Process refresh, engagement
Community	Yes (a part of the Community belonging to Low-income pockets)	Physical interactions, Pamphlets, O/d Campaigns, Radio Campaigns, Website, Social Media	Regular	CSR interventions

PRINCIPLE 5: Businesses should respect and promote human rights

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4,937	3,899	78.98	4,835	1,349	27.90
Other than permanent	79	6	7.59	1,021	578	56.61
Total Employees	**5,016**	**3,905**	**77.85**	**5,856**	**1,927**	**32.91**
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	15,509	2,764	17.82	14,493	495	3.42
Total Workers	**15,509**	**2,764**	**17.82**	**14,493**	**495**	**3.42**

2. **Details of minimum wages paid to employees and workers, in the following format:**

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	4,937	-	-	4,937	100	4,835	-	-	4,835	100
Male	4,407	-	-	4,407	100	4,336	-	-	4,336	100
Female	530	-	-	530	100	499	-	-	499	100
Other than Permanent	79	-	-	79	100	1,021	299	29.29	722	70.71
Male	73	-	-	73	100	876	262	29.91	614	70.09
Female	6	-	-	6	100	145	37	25.52	108	74.48
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	15,509	8,878	57.24	3,779	24.37	14,493	9,468	65.33	5,025	34.67
Male	14,726	8,650	58.74	3,543	24.06	13,900	9,261	66.63	4,639	33.37
Female	783	228	29.12	236	30.14	593	207	34.91	386	65.09

3. **Details of remuneration/salary/wages**

a. **Median remuneration / wages:**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	-	2	-
Key Managerial Personnel (KMP)	2	127,00,00,000	-	-
Employees other than BoD and KMP	4,398	50,29,776	530	55,15,627
Workers	13,821	2,90,917	618	4,00,785

Note: The data pertains to the Board and KMPs of the Listed Entity only.

Remuneration of Shri Vijesh Thota, who held the position of Executive Director and Chief Financial Officer as on March 31, 2026, is included under Key Managerial Personnel for his position as CFO of the Company to compute median remuneration.

b. **Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	9.11	9.17

4. **Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes.

5. **Describe the internal mechanisms in place to redress grievances related to human rights issues.**

The Company as a policy, does not employ children or forced labour in any form. Company has constituted an Internal Compliance Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. All complaints related to sexual harassment are addressed by the internal Committee in strict compliance to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.The three member Ethics Committee formulated by the Board under the Whistle Blower Policy / Vigil Mechanism of the Company immediately responds all the concerns raised by the employees. The employees can also resort to the HRCare Portal to raise their grievances.

6. **Number of Complaints on the following made by employees and workers:**

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	1	The pending complaints pertains to Delhi Discoms. 1 Case of BYPL of 2018 reopened in FY 24-25	4	2	The pending complaints pertains to Delhi Discoms. BRPL has disposed off the complaint on April 21, 2025 within the statutory timeline. Regarding the pending case at BYPL - The Hon'ble High Court has stayed the proceedings till further hearing
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour / Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Other human Rights related issues	-	-	-	-	-	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Parameter	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	4
Complaints on POSH as a % of female employees / workers	0.08	0.33
Complaints on POSH upheld	-	-

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Mechanisms to prevent adverse consequences are covered in various Policies such as Whistleblower Policy, Prevention of Sexual Harassment Policy etc. No discrimination, harassment, victimization or any other unfair employment practice like retaliation, threat or intimidation of termination /suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like will be adopted against Whistle Blowers / complainants. In case of any violation of this, the complainant can approach the Chairman of the Audit Committee, who shall investigate into the same and take suitable action which may inter alia include Reinstatement of the employee to the same position or to an equivalent position Order for compensation for lost wages, remuneration or any other benefits, etc.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	-

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable since no significant risk or concern has arisen.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A) (GJ)	34,765.10	40,516.62
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumed from renewable sources(A+B+C)	**34,765.10**	**40,516.62**
From non-renewable sources		
Total electricity consumption (D) (GJ)	2,38,904.83	2,49,538.35
Total fuel consumption (E) (GJ)	11,855.15	10,476.00
Energy consumption through other sources (F) (GJ)	-	-
Total energy consumed from non-renewable sources(D+E+F)	**2,50,759.98**	**2,60,014.35**
Total energy consumed (A+B+C+D+E+F)	**2,85,525.08**	**3,00,530.97**
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	0.0000011056	0.0000009878
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operation adjusted for PPP)	0.0000011056	0.0000009878
Energy intensity in terms of physical output (Total Energy consumption/ Total power procured(MU Units))	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, The total energy consumption of BYPL & BRPL is audited by Bureau of Energy Efficiency, statutory auditors and also by Delhi Electricity Regulatory Commission (DERC) a quasi judicial body under the Electricity Act 2003.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Yes. Delhi Discoms has designated consumer (DC) facilities under the Performance, Achieve and Trade (PAT) Scheme of the Government of India, and the prescribed targets have been achieved.

BRPL was notified as a Designated Consumer under PAT Cycle VII vide Gazette Notification No. S.O. 4491(E) dated 26 October 2021.Under PAT Cycle VII, the baseline energy consumption norm was established in terms of Transmission & Distribution (T&D) loss for the baseline year FY 2018-19, with FY 2024-25 as the target year.

- Baseline T&D loss (FY 2018-19): 8.30%
- Target T&D loss (FY 2024-25): 8.08%
- Actual T&D loss achieved (FY 2024-25): 6.62%

As a result of exceeding the prescribed target, BRPL was awarded 16,697 Energy Saving Certificates (ESCerts). A Monitoring & Verification (M&V) Audit was conducted by an empanelled Accredited Energy Auditor, and the M&V Report was submitted to the Bureau of Energy Efficiency (BEE) on 31 July 2025.

BYPL was assigned a target T&D loss of 9.02% for FY 2024-25 and significantly exceeded the target by achieving 6.57% T&D loss during FY 2024-25. The improvement was further sustained with T&D losses of approximately 6.42% during FY 2025-26.

Accordingly, the PAT Scheme targets applicable to the Company's designated consumers have been successfully achieved, and no remedial action was required.

3. **Provide details of the following disclosures related to water, in the following format:**

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	4,200	4,050
(ii) Groundwater	19,645	19,875
(iii) Third party water	4,33,653	4,38,276.34
(iv) Seawater / desalinated water	-	-
(v) Others	3,970	3,950.03
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**46,14,68.00**	**4,66,151.37**
Total volume of water consumption (in kilolitres)	**4,37,549.00**	**4,42,129.34**
Water intensity per rupee of turnover (Water consumed/Revenue from operation)	0.0000016942	0.0000014532
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000016942	0.0000014532
Water intensity in terms of physical output (Total water consumption/Total power procured(MU Units))	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

4. **Provide the following details related to water discharged:**

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	274	256
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	2,15,934	2,17,621
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**2,16,208**	**2,17,877**

Indicate if any independent assessment/evalution/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – No

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. –** No

6. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2025-26	FY 2024-25
Nox	mg/Nm3	40	40
Sox	mg/Nm3	39	39
Particulate matter (PM)	mg/Nm3	37	37
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify Ozone depleting substance (SF6) released from switchgears	Tonnes	0.73	0.58

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

7. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	MtCO2e	20,709.39	19,036.37
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	MtCO2e	18,566.37	22,287.29
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MtCO2e / ₹	0.0000001521	0.0000001358
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MtCO2e / ₹	0.0000001521	0.0000001358
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 and Scope 2 emission consumption/Total power procured(MU Units))	-	-	-
Total Scope 1 and Scope 2 emission intensity(optional) –the relevant metric may be selected by the entity	-	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

8. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Yes. Delhi Discoms have undertaken several initiatives to reduce greenhouse gas (GHG) emissions by adopting innovative and environmentally sustainable technologies across their operations.

BRPL has commissioned an SF_6-free substation at Kalkaji, demonstrating its commitment to responsible business practices and the adoption of climate-friendly technologies. The project replaces the use of sulphur hexafluoride (SF_6), a potent greenhouse gas, with environmentally sustainable alternatives, thereby reducing the carbon footprint associated with substation operations.

BYPL is actively implementing and evaluating several Proof of Concept (PoC) projects prior to large-scale deployment to support its decarbonisation efforts. These include the installation of SF_6-free Ring Main Units (RMUs), which replace conventional SF_6 gas-insulated equipment with eco-friendly alternatives, thereby significantly reducing greenhouse gas emissions while offering lifecycle cost benefits. BYPL has already installed three such RMUs within its licensed distribution area.

In addition, BYPL is progressively procuring ester oil-filled and dry-type distribution transformers as safer and more sustainable alternatives to conventional mineral oil-filled transformers. The Company is also evaluating environmentally friendly alternatives to conventional silica gel used in transformers, replacing materials containing cobalt chloride with safer substitutes to minimise environmental and health risks.

These initiatives reflect the Company's continued focus on improving energy infrastructure, reducing greenhouse gas emissions and adopting sustainable technologies that contribute to its long-term environmental objectives.

9. **Provide details related to waste management by the entity, in the following format:**

Parameter	FY 2025-26	FY 2024-25
Plastic waste **(A)**	37.01	112.045
E-waste **(B)**	138.88	98.95
Bio-medical waste **(C)**	-	-
Construction and demolition waste **(D)**	-	-
Battery waste **(E)**	9.50	17.17
Radio active waste **(F)**		-
Other Hazardous waste. Please specify, if any. **(G)**	417.46	363.52
Other Non-hazardous waste generated **(H)**. Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3,289.65	3,157.62
Total(A+B+C+D+E+F+G+H)	**3,892.50**	**3,749.305**

Parameter	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000151	0.0000000123
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000000151	0.0000000123
Waste intensity in terms of physical output (Total Waste consumption/Total power procured (MU Units))	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0.718	0.095
(ii) Re-used	-	4.60
(iii) Other recovery operations	-	-
Total	**0.718**	**4.695**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Land filling	-	-
(iii) Other disposal operations	3,771.44	3,412.32
Total	**3,771.44**	**3,412.32**

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

10. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

Waste Management Practices

The Waste Management Practices followed by BYPL & BRPL:

1. Segregation and Collection: Waste is segregated at the source into different categories such as hazardous, non-hazardous, recyclable, and non-recyclable. Dedicated bins and containers are used at various spots to collect each type of waste separately.

2. Recycling and Reuse: Materials such as metals, cables, transformers, and oil are recycled and reused wherever possible. For example, transformer oil can be purified and reused, and metals are often sent to recycling facilities. All this is executed by the assigned vendors.

3. Safe Disposal: Hazardous waste like Batteries, Electronic waste (e-waste), and chemicals are disposed of in compliance with environmental regulations. This often involves partnering with certified waste disposal companies specializing in handling hazardous materials.

4. Electronic Waste Management: Proper handling of e-waste includes collecting and recycling old electronic equipment, ensuring that toxic substances like lead and mercury are safely managed by the disposal agency.

5. Monitoring and Documentation: Vendors are advised to maintain thorough records of waste generation, handling, and disposal to ensure compliance with regulations and to facilitate audits.

Strategies to Reduce Usage of Hazardous and Toxic Chemicals

1. Material Substitution: Replacing hazardous materials with less toxic or non-toxic alternatives in equipment and company processes.

2. Process Optimization: Implementing processes that minimize the generation of hazardous waste, such as improving the efficiency of insulation materials wherever possible to reduce the need for harmful chemicals.
3. Green Procurement Policies: Adopting procurement policies that prioritize the purchase of environmentally friendly products and materials that are free from toxic substances.
4. Employee Training: Routinely educating employees on best practices for handling chemicals and waste, including proper storage, usage, and emergency procedures to reduce accidental releases.

Practices to Manage Hazardous and Toxic Wastes

1. Containment and Storage: Ensuring that hazardous waste is stored in suitable, labeled containers that prevent leaks and contamination. Storage areas are designed to contain spills and prevent environmental contamination.
2. Treatment and Neutralization: Implementing on-site treatment processes to neutralize toxic chemicals before disposal. This can include chemical neutralization, stabilization, and solidification.
3. Incineration and Thermal Treatment: Using high-temperature incineration to safely destroy hazardous organic compounds. This method is often used for waste that cannot be recycled or treated otherwise.
4. Compliance with Regulations: Adhering to local, national, and international regulations for hazardous waste management, including proper labeling, transport, and documentation to ensure safe handling throughout the waste lifecycle.
5. Partnerships with Licensed Disposal Facilities: Collaborating with licensed hazardous waste disposal facilities to ensure that waste is treated and disposed of in accordance with regulatory standards, minimizing environmental impact.

Our Transformer Workshop has been granted with the DPCC Consent Order (Certificate No.: G-43470, Consent Order No.: DPCC/CMC/2024/11516958) under the Orange Category (valid from 21/08/2024 to 20/08/2034) and we have also received the authorization for Generation, Collection, Storage, Transportation, Disposal and Handling of Hazardous Waste(s) under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016, on our Industrial premises situated at the Patparganj Industrial Area and it is valid upto 13/06/2029).

During the Service & Repair of Distribution Transformers at our Transformer Workshop, the hazardous wastes are generated in liquid & solid forms such as used Transformer Oil, Oil-soaked cork sheet gaskets & rubber seals, Oil-soaked insulation paper & press board material, oil-soaked waste cloth, Effluent Treatment Plant (ETP) waste & Paint booth sludge.

All these wastes are segregated, category wise at the initial stage itself and collected in individual labelled bin containers and stored separately at a designated hazardous waste storage area.

Disposal of solid waste: We have an agreement with an agency authorized by the Delhi Pollution Control Committee (DPCC) for solid hazard waste collection, recycle, disposal after treatment etc. which lifts and shifts the hazardous waste from our workshop periodically.

Disposal of liquid waste: The liquid hazard waste i.e. used Transformer Oil from DTs is collected in the oil drums of 209 ltrs capacity each and then shifted to our main scrap store. This is then handed over to an authorised agency for appropriate disposal.

For Defense Business, as per Company Health, Safety, and Environment procedure waste is segregated at source and then disposed as per defined disposal method i.e. hazardous waste, E-waste as per applicable MPCB guidelines.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/ clearances are required, please specify details in the following format.

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with?(Y/N) If no, the reasons thereof and Corrective action taken, if any.
NIL			

12. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current Financial Year:**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
None	Nil	Nil	No	No	Nil

13. **Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). Yes**

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control Boards or by courts	Corrective action taken, if any
	None	Nil	Nil	Nil

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

1. a. **Number of affiliations with trade and industry chambers/associations:** 4

   b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	IMC Chamber of Commerce and Industry	National
2	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Society of Indian Defence Manufacturers (SIDM)	National

2. **Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Name of authority	Brief of the case	Corrective action taken
None	Nil	Nil

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current Financial Year.**

Name and brief details of the project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not Applicable					

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

3. **Describe the mechanisms to receive and redress grievances of the community.**

The Company and its businesses maintain structured grievance redressal mechanisms to ensure that concerns raised by customers, commuters, investors, employees and local communities are addressed in a transparent, timely and effective manner. Community engagement is undertaken through regular interactions with local stakeholders, customer interfaces and established grievance redressal platforms.

Delhi Discoms have formal grievance redressal frameworks with multiple channels for receiving complaints, including helplines, websites, mobile applications, emails, customer care centres, WhatsApp and social media platforms. Complaints are recorded, monitored and resolved through defined Standard Operating Procedures (SOPs) with clearly defined escalation mechanisms. BRPL follows a three-tier grievance redressal mechanism, enabling escalation from customer care officials to the Internal Consumer Grievance Redressal Cell (ICGRC), Consumer Grievance Redressal Forum (CGRF) and Electricity Ombudsman. BYPL follows a four-tier escalation mechanism through the Area Manager, Business Manager, Circle Head, Head (Customer Services) and the Internal Consumer Grievance Redressal Cell (ICGRC), in line with applicable regulatory requirements.

MMOPL provides multiple channels for receiving commuter grievances, including Customer Care Offices at all stations, the call centre, WhatsApp, email and social media platforms. All complaints are registered in the “Metro Care” Customer Relationship Management (CRM) system, which assigns them to the concerned department for resolution within the prescribed turnaround time of 72 hours. The Customer Service team maintains regular communication with commuters throughout the resolution process and informs them of the final outcome upon closure.

For the Toll Roads business, Customer Complaint Registers are maintained at all toll plazas in accordance with the Concession Agreement and are reviewed daily by the respective Toll Managers. Complaints are addressed in accordance with the established Complaint Resolution Process and are responded to within seven days. Feedback from commuters is also collected regularly and is used to improve operational efficiency and service quality.

The Defence business engages with customers and stakeholders through periodic project review meetings and annual customer satisfaction surveys to identify concerns, obtain feedback and strengthen customer relationships.

The Company also has a dedicated investor grievance redressal mechanism through its Registrar and Transfer Agent (RTA), KFin Technologies Limited. Investors can access the Investor Support Centre, a web-based platform that enables them to submit queries and service requests, track the status of dematerialisation/rematerialisation requests, check dividend, interest and redemption status, upload tax exemption forms (TDS) and download Investor Service Request (ISR) and other prescribed forms. The platform enhances accessibility, transparency and timely resolution of investor queries while improving the overall investor experience.

To promote employee engagement and ensure effective resolution of employee grievances, the Company provides multiple forums through which employees can raise concerns and seek timely redressal. The HR Care System provides a centralised platform, including a dedicated email ID and HR Care Portal, through which employees can submit queries and grievances. The system generates automated notifications to the respective process owners for prompt action. In addition, Division Steering Committees (DSCs) have been constituted to address employee grievances at the field level. The DSCs meet periodically to review and resolve concerns raised by employees and associates across various departments and offices within their respective jurisdictions.

Across the Company, grievance redressal mechanisms are supported by documented SOPs, defined accountability, escalation procedures and continuous monitoring to ensure timely resolution. Feedback received through these mechanisms is periodically reviewed to identify recurring issues, implement corrective actions and enhance service delivery. Regular engagement with community representatives and other stakeholders also enables the Company to proactively address concerns and strengthen trust with the communities it serves.

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/small producers	5.31%	3.38%
Directly from within india	100%	100%

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

Category	FY 2025-26	FY 2024-25
Location		
Rural	0.41%	0.42%
Semi-urban	0.11%	0.08%
Urban	0.43%	0.51%
Metropolitan	99.05%	98.99%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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

Essential Indicators

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

The Company and its businesses have established structured mechanisms to receive, address and resolve consumer complaints and feedback, ensuring timely resolution and continuous improvement in customer experience.

Delhi Discoms:

BRPL has a structured three-tier grievance redressal mechanism to receive and address consumer complaints and feedback. Customers can lodge complaints through multiple channels, including the customer helpline (19123), email, website, mobile application, customer help desks and WhatsApp. Unresolved complaints can be escalated within Tier 1 to the Customer Care Officer, Business Manager, Division Chief, Head (Customer Care) or the Internal Consumer Grievance Redressal Cell (ICGRC). If consumers remain dissatisfied, they may approach Tier 2 – Consumer Grievance Redressal Forum (CGRF), and subsequently Tier 3 – Electricity Ombudsman, in accordance with the regulatory framework.

BYPL provides multiple complaint registration and escalation channels, including its website, mobile application ("BYPL Connect"), social media platforms, Customer Help Desks (CHDs), Call Centre, email, WhatsApp and the Virtual Customer Care Centre, which enables customers to interact with customer care executives through video calls. The Company follows a four-tier complaint escalation mechanism, allowing consumers to escalate concerns to the Area Manager, Business Manager and Circle Head, followed by the Head (Customer Services) and the Internal Consumer Grievance Redressal Cell (ICGRC), if required.

Metro Business:

Customer complaints and feedback are received through multiple channels, including walk-ins at Customer Care Offices, the call centre (Phone- Through Call centre (022-30310900), WhatsApp - 9930310900), WhatsApp, email and social media platforms such as X (formerly Twitter), Facebook, Instagram, LinkedIn and YouTube. All correspondences are recorded in the "Metro Care" Customer Relationship Management (CRM) system, which automatically routes complaints to the respective departments for resolution within the prescribed turnaround time (TAT) of 72 hours. The Customer Service team engages with commuters to understand their concerns, coordinates with the relevant departments for investigation and resolution, and communicates the closure through telephone calls and email. Customer Care counters are available at all metro stations throughout operational hours to facilitate prompt assistance.

Toll Roads Business:

Customer complaints are recorded through Customer Complaint Registers maintained at all toll plazas, with daily records reviewed by the respective Toll Manager. All complaints are addressed in accordance with the established Complaint Resolution Process. Feedback from commuters is also collected at toll plazas and is used to continuously improve service quality and customer experience.

Defence Business:

The Defence business maintains regular customer engagement through periodic project review meetings with customers, conducted at least once annually, to discuss project progress, concerns and expectations. In addition, an annual customer satisfaction survey is undertaken to obtain structured feedback, identify improvement opportunities and enhance customer satisfaction.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	91.53
Safe and responsible usage	91.53
Recycling and/or safe disposal	-

3. Number of consumer complaints in respect of the following:

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	3	-	-	12	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	20,17,975	31	Power outage complaints and Road user complaints related to Toll Fee Collection.	23,83,801	160	Power outage complaints and Road user complaints related to Toll Fee Collection.
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (Billing and Metering Complaints)	33,329	-	-	39,214	-	-

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Nil	
Forced recalls		

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes,

The weblinks are

https://www.bsesdelhi.com/web/brpl/privacy-policy

Yes, https://www.bsesdelhi.com/web/bypl/privacy-policy

Yes, https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

The Company and its businesses have established appropriate governance mechanisms, operational controls and corrective action processes to promptly address issues relating to customer services, cyber security, data privacy and operational safety.

Delivery of Essential Services and Cyber Security/Data Privacy:

BRPL and BYPL are certified under ISO 27001:2018 Information Security Management System (ISMS) and follow the ISO 31000 Risk Management Guidelines. Both distribution businesses have implemented comprehensive information security policies and controls to ensure compliance across the organization. During FY 2025-26, no incidents of cyber security breaches or customer complaints relating to data privacy were reported.

To strengthen the security and reliability of essential customer services, particularly digital payment platforms, the distribution businesses have implemented multiple security measures including encryption, secure communication links, data validation, masking of sensitive information and periodic security assessments. Customer data privacy is further safeguarded through measures such as masking personally identifiable information (PII) in bills and application reports, encryption of customer data and secure call handling processes.

Advertising:

During FY 2025-26, MMOPL received three complaints relating to the volume of advertising jingles played inside trains. As a corrective measure, the decibel levels of the advertisements were reduced to improve commuter comfort.

Delivery of Essential Services:

MMOPL also received one complaint relating to train frequency. In response, the daily number of train services was increased to 476, enhancing service availability and commuter convenience.

For the Toll Roads business, corrective actions undertaken to ensure safe and uninterrupted services included filling potholes, repairing damaged safety signboards, carrying out patchwork on damaged road sections and installing road safety infrastructure such as road studs, delineators and raised pavement markers (RPMs).

Cyber Security:

The Company's ESOP related data is maintained in a software provided by an external servide provider- ESOP Direct. ESOP Direct had reported a cybersecurity incident involving unauthorised access to their certain internal systems. As per their report; the exposed data appears limited to draft ESOP scheme documents and draft resolutions (2025). No compromise of employee personal data (PAN, Aadhaar, bank details, etc.) has been identified in the preliminary analysis. The matter has already been reported by ESOP Direct to CERT-In (Acknowledgement No. CERTIn-81288825)

Product Recalls and Regulatory Actions:

There were no instances of product recalls or penalties/actions by regulatory authorities relating to the safety of products or services during the reporting period.

7. **Provide the following information relating to data breaches:**

   a. Number of instances of data breaches : One incident with respect to ESOP vendor.

   b. Percentage of data breaches involving personally identifiable information of customers: Nil

   c. Impact, if any, of the data breaches: Only draft ESOP policy data was compromised.