



July 26, 2025

IGAL/SECT/7-25/13

To  
National Stock Exchange of India Limited  
Exchange Plaza, C - 1, Block G  
Bandra Kurla Complex  
Bandra - (E)  
Mumbai - 400 051

To  
BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai - 400 001

Scrip Code: 539448

Symbol: INDIGO

**Subject: Business Responsibility and Sustainability Report (BRSR) for the FY25**

Dear Sir/ Madam,

In compliance with Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed BRSR forming part of the Annual Report of the Company for the FY25.

This disclosure is also being made available on the Company's website at [www.goindigo.in](http://www.goindigo.in).

The above is for your information.

Thanking you,

For **InterGlobe Aviation Limited**

**Neerja Sharma**  
**Company Secretary & Chief Compliance Officer**

Encl: a/a

InterGlobe Aviation Limited

Registered Office: Upper Ground Floor, Thapar House, Gate No. 2, Western Wing, 124 Janpath, New Delhi – 110 001, India. M +91 9650098905,  
F + 91 11 43513200 Email: [corporate@goindigo.in](mailto:corporate@goindigo.in)

Corporate Office: Emaar Capital Tower-II, Sector-26, Sikanderpur Ghosi, MG Road, Gurugram-122002, Haryana, India. T +91 124 435 2500.

CIN no.: L62100DL2004PLC129768

**goindigo.in**



# Business Responsibility and Sustainability Report (BRSR) FY 2024-25



## 1 ABOUT THE REPORT



The Securities and Exchange Board of India (SEBI) requires the top 1,000 listed entities in India to prepare and disclose Business Responsibility and Sustainability Report (BRSR) in accordance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. Furthermore, the top 150 listed entities are required to get reasonable assurance on the BRSR core indicators as per the SEBI circular number SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12th July 2023. The BRSR is based on the nine principles outlined in the National Guidelines

on Responsible Business Conduct issued by the Ministry of Corporate Affairs. A single comprehensive source of non-financial sustainability information relevant to all business stakeholders— investors, shareholders, regulators, and the public, is how the MCA characterizes the BRSR. Being one of the top one hundred and fifty listed companies in India, these standards apply to InterGlobe Aviation Limited (henceforth referred to as "We", "Our", "IndiGo", "the Company", or "Your Company").

## 2 EXECUTIVE SUMMARY

Dear Stakeholders,

It gives me immense pleasure to share our Business Responsibility and Sustainability Report for FY2025. This is our fourth BRSR and has been prepared in accordance with the guidelines of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR Regulations). IndiGo has engaged with TUV India Pvt. Ltd. (TUV NORD Group), a third-party independent assurance provider to conduct reasonable level assurance of the BRSR Core indicators. The assurance was conducted in-line with the ISAE 3000 (Revised) requirements. The independent assurance statement is provided in the BRSR.

FY2025 marked another remarkable year in IndiGo's journey, which began 18 years back. Over this time, we have revolutionised air travel in India, becoming the nation's most preferred airline by connecting people and aspirations. As of March 2025, our fleet expanded to 434 aircraft, we added 10 new destinations and now connect 91 domestic and 40\* international locations. This year, we proudly served 118 million passengers.

IndiGo remains unwavering in its commitment to sustainability, responsibility, and ethical governance. Our ESG journey reflects our core values and our vision for a more sustainable future. We continue to embed ESG principles into every facet of our business, ensuring a positive impact at every level. In FY2025, we continued to make significant strides toward decarbonisation by adding 58 new Airbus A320neo aircraft, which are 15% more fuel-efficient, bringing our neo fleet to 76% of our total fleet despite supply chain constraints. Our GHG emission intensity stood at 61.7 grams of CO<sub>2</sub>e per Available Seat Kilometer (ASK), 17.3% lower than the 2016 baseline. This places us among the lowest emitting airlines, globally. In our ground operations, we continue to transition towards electric-powered ground service equipment and refining operational procedures to enhance our environmental footprint. Our commitment to environmental stewardship was recognised with the prestigious 'National Energy Conservation Awards 2024' by the Government of India. Oil marketing companies in India are working towards local production of SAF to enable decarbonisation journey of Indian aviation. We are actively engaged with the oil marketing companies as they create these path-dependending solutions.

In line with our broader sustainability goals, we continue to focus on water conservation and waste management. We collaborated with Indore Airport on a waste management initiative that converts inflight and other waste into

compost. Onboard our aircraft, we have deployed water-saving technologies and are steadily phasing out single-use plastics in our in-flight catering services.

As India progresses on a path of growth and prosperity, customer preferences continue to evolve. In response to these changing needs, we introduced our business product IndiGoStretch, a thoughtfully curated premium seating class designed for aspirational travelers seeking enhanced comfort and flexibility at accessible price points. Another exciting milestone was the launch of IndiGo BluChip, our much-awaited loyalty program created to recognise and reward our most valued customers.

IndiGo remains committed to fostering diversity, equity, and inclusion within its workplace. Women comprise over 44% of our workforce. We are one of the global leaders in female pilot representation. Additionally, we have joined IATA's '25 by 2025' initiative, which aims to increase women in leadership roles to 25% by 2025. We continue to take significant steps to ensure that people with disabilities (PwD) and LGBTQ+ employees feel supported and valued at IndiGo. Our commitment to DEI was recognized with the "DEI Champion Award" by the Bombay Chamber of Commerce and Industry.

Reaffirming our dedication to accessible air travel, we partnered with the UDAN initiative led by the Government of India and the Ministry of Civil Aviation. Under this program, IndiGo operated over 6,684 flights and transported 433,200 passengers in FY2025, expanding connectivity and accessibility across the country.

IndiGoReach, our CSR arm, focuses on community-centered programs, including conserving India's rich heritage and equipping young people with skills relevant to the Travel, Transportation, Logistics, and Hospitality (TTLH) sectors. Employees play an active role in these initiatives by volunteering their time and expertise, strengthening the depth and reach of these programs.

Governance is foundational to our business, built on the pillars of transparency, accountability and ethical conduct. We believe that sound governance is not just a requirement, but a key enabler of trust and sustainable growth. Our Board of Directors and our leadership team upholds these principles with diligence and integrity, guided by a robust policy and compliance framework.

We welcome our stakeholders to read our BRSR and share their valuable feedback at [esg@goindigo.in](mailto:esg@goindigo.in).

\*3 international stations are yet to be operational (Post COVID).

## KEY HIGHLIGHTS OF THE PRINCIPLES

**Principle 1**

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

**Principle 2**

Businesses should provide goods and services in a manner that is sustainable and safe.

**Principle 3**

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

**Principle 4**

Businesses should respect the interests of and be responsive to all its stakeholders.

**Principle 5**

Businesses should respect and promote human rights.

**Principle 6**

Businesses should respect and make efforts to protect and restore the environment.

**Principle 7**

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

**Principle 8**

Businesses should promote inclusive growth and equitable development.

**Principle 9**

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

## 4 SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L62100DL2004PLC129768
2	Name of the Listed Entity	InterGlobe Aviation Limited
3	Year of incorporation	2004
4	Registered office address	Upper Ground Floor, Thapar House, Gate No. 2, Western Wing, 124, Janpath, New Delhi - 110 001
5	Corporate address	Emaar Capital Tower- II, Sikanderpur, MG Road, Sector 26, Gurugram, Haryana 122022
6	Email	<a href="mailto:esg@GolndiGo.in">esg@GolndiGo.in</a>
7	Telephone	+91 124 435 2500
8	Website	<a href="http://www.GolndiGo.in">www.GolndiGo.in</a>
9	Financial year reported	April 1, 2024 – March 31, 2025
10	Name of the Stock Exchange(s) where shares are listed	1) BSE Ltd. (BSE) 2) National Stock Exchange of India Ltd. (NSE)
11	Paid-up capital (INR Million)	3,864.00
12	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Kailash Rana, +91 124 4352500 <a href="mailto:esg@GolndiGo.in">esg@GolndiGo.in</a>
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).	Standalone basis
14	Name of assurance provider	TUV India Pvt. Ltd. (TUV NORD Group)
15	Type of assurance obtained	Reasonable assurance

### II. Products/services

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

Sr. no	Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
1	Passenger services - Air transport	Scheduled and charter air services, for both passengers and cargo	96.06%

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

Sr. no.	Product/Service	NIC Code	Percentage of total Turnover contributed
1	Scheduled and charter air services, for both passengers and cargo	51101	96.06%

### 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	Nil	91	91
International	Nil	40	40

\*There are three international destinations where we are yet to resume operations (post Covid), the same are included in the international locations stated above.

## 19. Markets served by the entity:

## a. Number of locations

Location	Number of plants
National (No. of States & UTs)	35
International (No. of Countries)	25

There are two countries where we are yet to resume operations (post Covid), the same are included in the international countries stated above.

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

Response: While IndiGo has both domestic and international operations, it reports results of its operation on an overall basis.

## c. A brief on types of customers

Response: IndiGo serves a diverse customer base including business, leisure travelers, students and families traveling across domestic and international destinations. Additionally, we also cater to cargo transport.

## IV. Employees

## 20. Details as at the end of Financial Year:

## a. Employees and workers (including differently abled): (Data as on 31.03.2025)

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. C	% (C / A)
<b>Employees</b>						
1	Permanent (D)	41,049	22,621	55.1%	18,428	44.9%
2	Other than Permanent (E)	1,838	1,411	76.8%	427	23.2%
3	<b>Total employees (D + E)</b>	<b>42,887</b>	<b>24,032</b>	<b>56.0%</b>	<b>18,855</b>	<b>44.0%</b>
<b>Workers</b>						
4	Permanent (F)			NA		
5	Other than Permanent (G)					
6	<b>Total workers (F + G)</b>					

## b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. C	% (C / A)
<b>Employees with disabilities</b>						
1	Permanent (D)	220	163	74.1%	57	25.9%
2	Other than Permanent (E)	4	2	50.0%	2	50.0%
3	<b>Total employees (D + E)</b>	<b>224</b>	<b>165</b>	<b>73.6%</b>	<b>59</b>	<b>26.3%</b>
<b>Workers with disabilities</b>						
4	Permanent (F)			NA		
5	Other than Permanent (G)					
6	<b>Total workers (F + G)</b>					

## 21. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	4	1	25.0%

22. Turnover rate for permanent employees and workers:

Particulars	FY 2025 (Turnover rate in current FY)			FY 2024 (Turnover rate in previous FY)			FY 2023 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	14.3%	14.5%	14.4%	18.1%	23.0%	20.2%	23.9%	29.9%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

Sr. 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	Agile Airport Services Private Limited ("Agile")	Subsidiary	100%	No
2	InterGlobe Aviation Financial Services IFSC Private Limited	Subsidiary	100%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No): Yes

(ii) Turnover (in Rs.): INR 808,030 million

(iii) Net worth (in Rs.): INR 93,068 million

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) (If yes, then provide web link for grievance redress policy)	FY 2025			FY 2024		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of Complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, redressal policy can be viewed on the IndiGo's website at <a href="https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf">https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf</a>	Nil	Nil	NA	Nil	Nil	NA
Investors (Other than shareholders)	Yes, investors can register their complaints/ grievances by writing to the following email id <a href="mailto:investor.relations@GoIndiGo.in">investor.relations@GoIndiGo.in</a>	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes, Shareholders can register their complaints/ grievances at SEBI portal i.e., <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a>	Nil	Nil	NA	Nil	Nil	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web link for grievance redress policy)	FY 2025			FY 2024		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of Complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
	or with the Company by writing to the following email ID <a href="mailto:investors@GoIndiGo.in">investors@GoIndiGo.in</a>						
Employees and workers	Yes, redressal can be accessed on the IndiGo website at <a href="https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf">https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf</a>	601	110	-	670	105	-
Customers	Yes, Grievance Redressal Mechanism is in place. The Process note is mentioned on our website and below is the link which can be accessed after logging in to the website: <a href="https://www.goindigo.in/contact-us/feedback.html">https://www.goindigo.in/contact-us/feedback.html</a>	1,803	Nil	The details of customers grievances also shared with Directorate General of Civil Aviation	818	Nil	The details of customers grievances also shared with Directorate General of Civil Aviation
Value Chain Partners	Yes, redressal can be accessed on the IndiGo website at <a href="https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf">https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf</a>	Nil	Nil	NA	Nil	Nil	NA
Others (Please specify)	NA	NA	NA	NA	NA	NA	NA

**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:

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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	Climate Change-related risk	Risk	<p>As an airline, we acknowledge the risks associated with climate change.</p> <p>Some of the potential risks that we foresee are:</p> <ul style="list-style-type: none"> <li>• Policy and regulatory risk emerging from regulatory changes such as CORSIA.</li> <li>• Increased input cost on account of SAF usage, since SAF is significantly costlier compared to conventional Jet fuel or purchase of Eligible Emissions Units i.e. carbon credits.</li> <li>• Reduced demand due to stigmatisation of sector</li> </ul>	<ul style="list-style-type: none"> <li>• Investments in next generation aircraft. These aircraft are 15% more fuel efficient and will reduce our risk exposure. Currently, 76% of our fleet consist of Airbus A320neo family aircraft.</li> <li>• We are actively engaged with regulators to be aware of regulatory developments and to ensure compliance.</li> <li>• We are actively engaged with oil marketing companies to ensure we are fully aware of availability pricing etc.</li> </ul>	<p>Since fuel is the most significant cost for us, these regulatory changes may potentially result in an increase in our cost.</p>
2	Fuel and Energy	Opportunity	<ul style="list-style-type: none"> <li>• Jet fuel is the most significant cost for an airline.</li> <li>• Fuel is also the largest source of direct GHG emissions for an airline.</li> </ul>	<p>We have taken series of initiatives over the years to ensure fuel and energy efficient operations e.g.,</p> <ul style="list-style-type: none"> <li>• Investments in next generation aircraft which are 15% fuel efficient.</li> <li>• Electrification of ground operations</li> <li>• Fuel optimizing flying SOPs,</li> <li>• Young fleet</li> </ul>	<ul style="list-style-type: none"> <li>• A young and Fuel-efficient fleet and adherence to best fuel practices, provides us with an opportunity to optimise our fuel consumption and results in lower fuel cost.</li> </ul>
3	Waste Management	Opportunity and risk	<p>Waste in our business is generated in.</p> <ul style="list-style-type: none"> <li>• Onboard food sales,</li> <li>• Maintenance activities for aircraft and ground service equipment.</li> <li>• Food and IT waste at corporate office.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate waste disposal practices</li> <li>• Focus on waste reduction and recycling</li> <li>• Partnering with airports and vendors as may be applicable.</li> </ul>	<p>The 3R approach (reduce, recycle &amp; reuse) provides opportunities to save cost.</p>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
4	Aircraft noise	Risk	Aircraft noise impacts the communities residing near the airports. Global noise regulations and standards are becoming stricter year on year calling for investment in advanced technologies.	ICAO has set very stringent noise abatement standards. Significant part of our fleet is compliant with the ICAO chapter 14 which is the most stringent standard.	Aircraft noise above the permissible limits, carries risk of fines in the medium to long term
5	Diversity, Equity, and Inclusion	Opportunity	Creating a diverse and inclusive work environment is essential for building a sustainable business. Key priorities include: <ul style="list-style-type: none"> <li>Promoting a balanced workforce.</li> <li>Ensuring no tolerance for discrimination.</li> <li>Implementing inclusive work practices.</li> <li>Fostering an inclusive culture for the LGBTQ+ community.</li> <li>Providing opportunities for employees with disabilities.</li> </ul>	IndiGo is committed to fostering DEI, with nearly half of our workforce being women. Key initiatives include: <ul style="list-style-type: none"> <li>A dedicated DEI council focused on inclusivity and equity.</li> <li>Promote an equal opportunity environment where everyone can display their talent regardless of gender, age, nationality, race, ethnicity, religion, social status, disability, sexual orientation.</li> <li>Provide employment opportunities to candidates with physical disabilities.</li> <li>Commitment to IATA's 25by2025 initiative</li> <li>Creation of inclusive work culture</li> <li>sensitisation trainings</li> </ul>	<ul style="list-style-type: none"> <li>These best practices lead to a balanced work environment.</li> <li>Talent retention, leads to lower hiring cost</li> </ul>
6	Safety	Opportunity and risk	Safety is our utmost priority, essential for operational integrity, passenger trust, regulatory compliance, and financial sustainability.	<ul style="list-style-type: none"> <li>Safety Management System (SMS) which aims to ensure best safety practices and to minimize incidences.</li> <li>Safety training and emergency drills</li> <li>Health initiatives like sessions with doctors or nutritionists and counselling sessions on mental well-being.</li> </ul>	Safety is foundational to aviation industry. Safety lapses can result in <ul style="list-style-type: none"> <li>Irreparable reputational damage</li> <li>Fines and penalties</li> <li>Huge compensation liabilities</li> </ul>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
7	Training & development	Opportunity	Continuous learning programs for operational teams are a part of regulatory compliance, however training is also critical to ensure safer operations, skilled workforce, and to achieve operational excellence.	Long term partnerships with training organization and investments in training centers and other related activities.	<ul style="list-style-type: none"> <li>Employee skill development programs ensure the availability of a future-ready workforce for ever-increasing demand.</li> <li>IndiGo training centres produce valuable &amp; skilled employees for our future growth.</li> </ul>
8	Customer experience	Opportunity	Customer experience is a key differentiator in the airline industry, directly impacting brand loyalty, revenue, and competitive positioning.  It encompasses service quality, convenience, on-time performance, which leads to overall passenger satisfaction.	Delivering an exceptional customer experience is a core element of our brand promise that includes: <ul style="list-style-type: none"> <li>Affordable fares</li> <li>On-time performance</li> <li>Courteous and hassle-free travel experience</li> <li>Unparalleled network</li> <li>Use of technology 6eskai</li> <li>Ease of use while using our website, app or contact center</li> </ul>	<ul style="list-style-type: none"> <li>Customer retention</li> <li>Repeat business</li> <li>Brand strengthening</li> </ul>
9	Local communities	Opportunity	Airlines impact local communities, through job creation and economic growth.	IndiGo's CSR program 'IndiGoReach' has identified following focus areas. <ul style="list-style-type: none"> <li>Education programs</li> <li>Skill development &amp; employment generation</li> <li>Women empowerment</li> <li>Ecology restoration through nature conservation</li> <li>Heritage &amp; Cultural conservation</li> </ul>	These programs are designed for upliftment of local communities rather than a financial objective
10	Labour Practices & Human Rights	Opportunity & Risk	Labour practices and human rights are fundamental to workforce stability, operational integrity & regulatory compliance.	<ul style="list-style-type: none"> <li>We comply with applicable labour laws &amp; human rights-related regulations.</li> <li>We ensure best practices and standards across our operations</li> </ul>	Financial implications may result on account of: <ul style="list-style-type: none"> <li>Fines/penalties in case of non-compliances</li> <li>Operational disruption resulting in revenue loss.</li> </ul>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
11	Governance	Opportunity and risk	<ul style="list-style-type: none"> <li>Foundation of stakeholder trust</li> <li>Fundamental to brand perception</li> <li>Essential to better risk management</li> </ul>	<p>IndiGo's multi-tiered governance structure includes:</p> <ul style="list-style-type: none"> <li>Board oversight</li> <li>Strong Policy framework</li> <li>Risk management framework</li> <li>Compliance and ethics framework</li> </ul>	<p>Ethical business conduct leads to:</p> <ul style="list-style-type: none"> <li>Enhanced stakeholder confidence, resulting in better business outcomes.</li> <li>Avoidance of litigation cost.</li> <li>Lower risk of financial frauds</li> </ul>
12	Operational Excellence	Opportunity and risk	<p>Operational excellence influences</p> <ul style="list-style-type: none"> <li>Reliability of service</li> <li>Efficiency</li> <li>Cost effectiveness</li> <li>Seamless customer experience</li> </ul>	<p>We have SOPs and framework to ensure that we deliver an industry leading On-time performance, despite our current scale of operations</p>	<p>Strong operational performance promotes:</p> <ul style="list-style-type: none"> <li>Highest service standards</li> <li>Operational efficiencies leading to lower costs</li> </ul>
13	Information Security & System Resilience	Risk	<p>Customer data privacy and system resilience is critical to operational continuity and trust.</p> <p>System outages, whether due to cyberattacks, technical failures, or global disruptions, can lead to operational disruptions.</p>	<p>We have a strong Customer data privacy policy in place. Our Information Security framework follows data privacy legislations such as the:</p> <ul style="list-style-type: none"> <li>Indian IT Act</li> <li>The General Data Protection Regulation (GDPR)</li> <li>National Institute of Standards and Technology (NIST)</li> <li>Certified by ISO 27001.</li> <li>Federal Information Processing Standards (FIPS)-compliant encryption.</li> </ul> <p>We have built a multi-layered "defence in depth" strategy with strict internal controls by investing in robust IT infrastructure, backup systems, and cyber defence measures to ensure seamless operations and passenger confidence.</p>	<p>Cyberattacks and system outages can have severe financial consequences</p>
14	Supply chain management	Opportunity	<p>Suppliers are an integral part of our stakeholder groups and our success, amongst other things, hinges on good supplier relationships.</p>	<ul style="list-style-type: none"> <li>Deep rooted relationships with OEMs, Oil marketing companies, Airports, and other partners in the supply chain</li> <li>Inhouse team of subject matter experts to engage with supply chain ecosystem</li> <li>Robust procurement policy and Supplier code of conduct</li> <li>Well defined procurement process</li> </ul>	<ul style="list-style-type: none"> <li>A reliable supplier network prevents downtime leading to better financial performance.</li> <li>Minimises business risk</li> <li>Reduces cost</li> <li>Leads to better quality of services delivered to customers.</li> </ul>

## 5 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 NGRBC Principles and Core Elements.

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9	
<b>Policy and management processes</b>										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	1 & 2	3	1, 4 & 5	1	3 & 6	7	1, 2 & 8	5 & 9	1 & 10	
1. <a href="#">Code of Conduct</a>										
2. <a href="#">Whistleblower Policy/Vigil Mechanism</a>										
3. <a href="#">Supplier Code of Conduct</a>										
4. <a href="#">Safety Policy</a>										
5. <a href="#">DEI Policy</a>										
6. <a href="#">Human Rights Policy</a>										
7. <a href="#">Environment Policy</a>										
8. <a href="#">Code of practices and procedures for fair disclosure of UPSI</a>										
9. <a href="#">CSR Policy</a>										
10. <a href="#">Privacy Policy</a>										
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	ISO 27001 for information security									

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<p>In our commitment to sustainability and social responsibility, we have established Key Performance Indicators across various principles. Our primary objective is to focus on two critical areas: reducing greenhouse gas (GHG) emissions and fostering diversity and inclusion within our organisation.</p> <ul style="list-style-type: none"> <li>We aspire to make steady progress in our decarbonisation journey. As per our projections, our GHG intensity in 2030 is likely to be 23% lower than 2016 baseline.</li> <li>IndiGo joined the '25by2025' programme initiated by the International Air Transport Association (IATA) in 2022. This programme aims at 25% female representation in leadership positions and 50% female representation in overall workforce by 2025.</li> </ul>								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	<ul style="list-style-type: none"> <li>As of March 2025, we have reduced 17.3% GHG emission intensity compared to 2016 baseline.</li> <li>As of March 2025, women represent 16% of our leadership positions and 44% in overall workforce.</li> </ul>								

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
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### 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) Response: Refer to the section 'Executive Summary'.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). Response: Mr. Petrus Johannes Theodorus Elbers, Chief Executive Officer.									
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. Response: Yes, the Risk Management Committee and Corporate Social Responsibility Committee constituted by the Board of the Company evaluates sustainability related issues on a periodic basis.									
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.				Board and its Committees															Quarterly
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances				Board and its Committees															Quarterly

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
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**Governance, leadership, and oversight**

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

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
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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, human, and technical resources available for the task (Yes/No)

NA

It is planned to be done in the next financial year (Yes/No)

Any other reason (please specify)

**6 SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**



**PRINCIPLE 1**

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

**Essential Indicators** →

1. Percentage coverage by training and awareness programs on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held (Nos.)	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	11	IndiGo's Board of Directors receive regular updates on sustainability initiatives and is briefed on changes and developments in both domestic and global corporate landscapes, industry trends, statutory amendments, economic conditions, and any matters directly affecting the Company. In FY 2025, our Directors and Key Management Personnel were briefed on: a) Company's future Business Plan b) CSR initiatives c) Diversity and Inclusion	100%
Key Managerial Personnel		d) Talent Retention and wellbeing e) Digital initiatives f) Sustainability g) Risk and opportunities	100%

Segment	Total number of training and awareness programmes held (Nos.)	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	7 (types of training)	IndiGo focuses on employee development through multiple training programs that include 6E code of conduct, prevention of sexual harassment, safety protocols, technical trainings, life skills, leadership skills, sustainability etc.	100%
Workers	NA	NA	NA

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	Nil	NA	Nil	NA	NA
Settlement	Nil	NA	Nil	NA	NA
Compounding fee	Nil	NA	Nil	NA	NA

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

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
	NA

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.

Response IndiGo has integrated anti-corruption and antibribery policy aspects into the Company's Code of Conduct which is available on our website. Please refer to the policy link here [Code of Conduct](#).

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

	FY 2025	FY 2024
Directors	Nil	Nil
KMPs		
Employees		
Workers	NA	NA

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

Particulars	FY 2025		FY 2024	
	Number	Remark	Number	Remark
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.

Response: NA

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

Particulars	FY 2025		FY 2024	
	Number	Remark	Number	Remark
Number of days of accounts payables	158		133	

Note: The calculation methodology is based on Ministry of Corporate Affairs (MCA) guidelines. The total payable includes provisions on account of maintenance reserves, the payment obligation for which it becomes due only at the time of the maintenance event. The timings of these maintenance events may occur anyway between 4 to 6 years.

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	FY 2024
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	100%	100%
	b. Number of trading houses where purchases are made from	13,822	12,664
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	49.39%	51.08%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	79.9%	84.0%
	b. Number of dealers / distributors to whom sales are made	8,836	8,629
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	56.82%	58.87%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.44%	1.50%
	b. Sales (Sales to related parties / Total Sales)	0.06%	0.04%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	56.35% <sup>#</sup>	44.83% <sup>#</sup>
	d. Investments (Investments in related parties / Total Investments made)	1.61%	0.00%

<sup>#</sup>Loans & advances under RPTs were granted to our fully owned subsidiaries. This includes both grant of loans & advances and their repayments.

**Leadership Indicators** →

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Response: IndiGo organized value chain partner's meet wherein the partners were taken through the Ethics session to create awareness on organisation's code of conduct and other relevant policies which are aligned with NGRBC principles. The event was attended by over 130 partners across various domains.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same:

Response: Yes, IndiGo has taken necessary measures to avoid situations in which personal interests could conflict with the interests of the Company. To manage conflict of interests, a policy on dealing with related party transactions has been adopted, which ensures compliance with the provisions of the Companies Act, 2013 ("Act") and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI LODR Regulations") whenever a transaction is entered into with a related party. Additionally, in accordance with Regulation 26(5) of the SEBI LODR Regulations, senior management personnel have confirmed individually that they have not engaged in any material, financial, or commercial transactions that could potentially lead to a conflict of interest. These measures underscore the Company's commitment to transparency and ethical business practices, which are of utmost importance to all stakeholders, including our valued investors.



Businesses should provide goods and services in a manner that is sustainable and safe.

#### Essential Indicators →

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

Segment	FY 2025	FY 2024	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	0.7%	4.0%	Our spend on EVs and environment friendly ground equipment has helped in improvement of carbon footprint of our ground operations.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Response: Yes. Our Supplier Code of Conduct provides broad guidelines on sustainable sourcing principles. Please refer to our [Supplier Code of Conduct](#) for more details.

- b. If yes, what percentage of inputs were sourced sustainably?

Response: We cover all our suppliers under our [Supplier Code of Conduct](#).

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:

Response: NA

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.

Response: We are assessing the applicability of the EPR regulation across our operations basis which we shall take the necessary steps.

#### Leadership Indicators →

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Response: NA.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Response: NA.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Response: NA.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Response: NA.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Response: NA.



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

Essential Indicators 

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

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accidental 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)
% of employees covered by											
Male	24,032	24,032	100%	24,032	100%	NA	NA	24,032	100%	Nil	Nil
Female	18,855	18,855	100%	18,855	100%	18,855	100%	NA	NA	18,855	100%
<b>Total</b>	<b>42,887</b>	<b>42,887</b>	<b>100%</b>	<b>42,887</b>	<b>100%</b>	<b>18,855</b>	<b>100%</b>	<b>24,032</b>	<b>100%</b>	<b>18,855</b>	<b>44%</b>

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

Category	Percentage of workers covered by										
	Total (A)	Health Insurance		Accidental 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)
<b>Percentage of Workers (Permanent and Other workers) covered</b>											
<b>Permanent Workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than permanent workers</b>											
Male											
Female											
<b>Total</b>											

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

Segment	FY 2025	FY 2024
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.05%	0.08%

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

Benefits	FY 2025 (data for employees active as on 31.03.2025)			FY 2024 (data for employees active as on 31.03.2024)		
	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 percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	11.3%	NA	Y	16.0%	NA	Y

## 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.

Response: Yes, our premises / offices are accessible to differently abled employees and workers.

## 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.

Response: Yes, IndiGo has the [Equal Opportunity Policy](#) disclosed on our website.

## 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	100.0%	94.7%		
Female	97.8%	95.9%		NA
Total	99.0%	95.3%		

## 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.

Particulars	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Worker	NA
Other than Permanent Workers	
Permanent Employees	Employees and other than permanent employees can use whistleblower channels to report any suspected or observed breaches of the 6E Code or company policies. This includes the 6E Ethics helpline, which offers a Toll-free Hotline: 1800-100-1125, Web Portal: <a href="http://www.indigo.ethicshelpline.in">www.indigo.ethicshelpline.in</a> , Email: <a href="mailto:ethics@GolndiGo.in">ethics@GolndiGo.in</a> , Chatbot: <a href="http://www.indigo.ethicshelpline.in">www.indigo.ethicshelpline.in</a> . Complaints related to workplace sexual harassment are handled by our Internal Complaints Committee (ICC) <a href="mailto:IC@GolndiGo.in">IC@GolndiGo.in</a> , in accordance with the PoSH Act.
Other than Permanent Employees	

Note: Yes, IndiGo's Grievance Redressal Procedure is available to all employees. The policy's objective is to enable open and structured discussions on work-related grievances, ensuring grievance is handled fairly and in compliance with the Company's policies. To address concerns quickly and lawfully, IndiGo has implemented a transparent and impartial complaint resolution process. The Ethics and Compliance Committee (ECC), overseen by the Audit Committee, ensures that alleged infractions are addressed promptly and seriously. The ECC is supported by the Ethics and Compliance Team in assessing, investigating, and reporting on complaints.

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

Category	FY 2025			FY 2024		
	Total Employees/ workers in respective categories (A)	Number of employees/ workers in respective categories who are part of association or union (B)	% (B / A)	Total Employees/ workers in respective categories (A)	Number of employees/ workers in respective categories who are part of association or union (B)	% (D / C)
<b>Total Permanent Employees</b>						
Male	24,032	Nil	Nil	21,566	Nil	Nil
Female	18,855	Nil	Nil	16,626	Nil	Nil
Total	42,887	Nil	Nil	38,192	Nil	Nil
<b>Total Permanent Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2025					FY 2024				
	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)
<b>Employees</b>										
Male	24,032	14,424	60.0%	12,526	52.1%	19,086	12,534	65.7%	11,532	60.4%
Female	18,855	12,138	64.4%	14,142	75.0%	11,808	8,707	73.7%	8,541	72.3%
<b>Total</b>	<b>42,887</b>	<b>26,562</b>	<b>61.9%</b>	<b>26,668</b>	<b>62.2%</b>	<b>30,894</b>	<b>21,241</b>	<b>68.8%</b>	<b>20,073</b>	<b>65.0%</b>

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

Category	FY 2025					FY 2024				
	Total (A)	Remarks	No. of employees covered (B)	% (B/A)	Remarks	Total (A)	Remarks	No. of employees covered (B)	% (B/A)	Remarks
<b>Employees</b>										
Male	24,032	This includes the On Roll employees and Consultants	15,319	64%	This included employees eligible for Annual Check-in FY2024-25 (non-crew domestic employees who were active as of 30th Sept'24)	21,566	This includes the On Roll employees and Consultants	13,615	63%	This included employees eligible for Annual Check-in FY 2023-24 (non-crew domestic employees who were active as of 30th Sept'23)
Female	18,855		6,182	33%		16,626		5,239	32%	
<b>Total</b>	<b>42,887</b>		<b>21,501</b>	<b>50%</b>		<b>38,192</b>		<b>18,854</b>	<b>49%</b>	

Note: The performance & career development evaluation of Crew (Pilots & Cabin Crew) is conducted in accordance with the aviation regulations & company SOPs and is not part of the standard performance & career development review process applied to non-Crew employees.

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?

Response: Yes. occupational health and safety management system is implemented at our workplaces. In compliance with the regulations set forth by the Directorate General of Civil Aviation (DGCA) under the Ministry of Civil Aviation (MoCA), we have established a robust Safety Management System (SMS) that encompasses passenger safety, flight safety, and employee safety. Our Standard Operating Procedures (SOPs) are regularly updated in accordance with the Society for Risk Analysis (SRA) principles, utilizing the latest scientific data in the following areas:

- Crew fatigue reporting
- Systematic testing for alcohol
- Psychoactive drug testing
- Advisory for passengers

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

Response: IndiGo places great emphasis on safety management and has established various processes and technologies to ensure the safety of its operations. The Company's Safety Management System (SMS) is the foundation that enables IndiGo to operate safely.

Integrum, a safety reporting application that allows employees to report possible hazards. This technology is an essential part of IndiGo's Safety Management System (SMS) and Structured Safety Process (SSP) frameworks, which include both proactive and reactive components.

The reactive component of IndiGo's SMS and SSP frameworks involves investigating accidents and incidents that occur within the system. This investigation process identifies the underlying causes of accidents and incidents, provides learning, and contributes to the continual improvement of the aviation system. IndiGo has a sophisticated system in place to collect all network incidents, which are then reported to regulatory authorities by the Flight Safety department as needed.

Each occurrence is investigated in collaboration with concerned stakeholders, including flight operations, engineering, inflight services, airport operations & customer services, OEMs, and airport operators to determine the root cause(s) and contributory factor(s). Based on the findings, mitigation actions are formulated to prevent future occurrences. IndiGo's Permanent Investigation Board, in collaboration with the regulatory authority, investigates all major events.

In summary, a continuous encouragement on safety culture has resulted in an increase in safety awareness across the operational staff, which is evident by the type and number of reports being received by Flight Safety. IndiGo's commitment to safety is demonstrated by its SMS and SSP frameworks, and the use of technologies like Integrum. Additionally, the thorough investigation of accidents and incidents and the formulation of mitigation actions to prevent future occurrences are key elements of IndiGo's safety management approach.

c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Response: Yes, IndiGo is committed to prioritising the health and safety of its employees, recognising that it has a direct impact on the Company's business and strategic plans. The Company takes a proactive and determined approach to identify and prevent potential hazards, and to safeguard its personnel. A holistic approach is being taken to address all health-related issues in the workplace, with the aim of minimising incidents. IndiGo prioritising employees' health and safety to the highest level and promotes a high quality of life.

d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

Response: Yes

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

Safety Incident/Number	Category	FY 2025	FY 2024
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	2.78	3.86
Total recordable work-related injuries	Employees	233	270
No. of fatalities	Employees	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	1

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

Response: In line with the IndiGo's Safety Policy, safety as a value-led concept has been institutionalised by inculcating a sense of ownership at all levels and driving behavioral change, leading to the creation of a cohesive safety culture. IndiGo involves its local managers and employees in maintaining vigilance for the detection and prevention of hazards, supported by a team of health and safety managers. The Company is committed to the following four objectives to prevent accidents and foster a risk-prevention culture:

- Mitigating serious accidents
- Implementing ergonomic practices
- Enhancing quality of life
- Practicing self-respect, respecting others, and following rules in operations, infrastructure, and material management.

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

Particulars	FY 2025			FY 2024		
	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	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

14. Assessments for the year:

Particulars	Percentage 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.

Response: NA

Leadership Indicators →

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(a) Employees (Y/N)

(b) Workers (Y/N).

Response:

a) Yes, we provide life Insurance coverage to the eligible employees.

b) NA

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Response: The Company ensures that statutory dues are deposited by the value chain partners in a timely manner. This process is reviewed through regular audits and stringent control measures. Furthermore, we have implemented a [Suppliers Code of Conduct Policy](#) which is applicable to all our value chain partners.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025	FY 2024	FY 2025	FY 2024
Employees	1	1	1	1
Workers	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Response: Yes, at IndiGo, we have numerous instances where employees have successfully transitioned to suitable job roles after completing their tenure in a particular position.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

Note: Our value chain partners are governed by our [Supplier Code of Conduct](#) and the organization's [6E Code of Conduct](#), which outlines the requirements for ensuring health and safety practices and providing good working conditions for their employees.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Response: NA



Businesses should respect the interests of and be responsive to all its stakeholders.

### Essential Indicators →

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

Response: The stakeholders are identified by mapping our operations and the value chain to identify key groups impacting our activities. Regular engagement and feedback mechanisms are used to validate and refine the stakeholder groups. We have a Stakeholder consultation committee of the Board which oversees the matters related to stakeholders.

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

Stakeholder group	Vulnerable and Marginalised Group	Channels of Communication	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns Raised During Such Engagement
Investors/ Shareholders	No	Investor Calls and meetings	Ongoing	<ul style="list-style-type: none"> <li>Quarterly and annual updates on financial and operational performance, along with periodic updates on sustainability-related matters.</li> </ul>
Customers	No	Advertisements Social Media Website Surveys Feedback	Need based	<ul style="list-style-type: none"> <li>Improving customer experience aligned with our "Customer Promise"</li> </ul>
Employees	No	Email, SMS, website, IndiGo Breeze, town halls, employee surveys	Ongoing	<ul style="list-style-type: none"> <li>Job satisfaction</li> <li>Fair pay and performance evaluation</li> <li>Training and development initiatives</li> <li>Safe and congenial working conditions</li> <li>Non-discrimination, and prompt grievance redressal mechanisms</li> </ul>
Suppliers and Partners	No	Supplier meets, business meetings, emails and website	Ongoing	<ul style="list-style-type: none"> <li>Spirit of partnering</li> <li>Fair and accountable supply chain practices</li> <li>Reputation, and service quality of suppliers</li> <li>Access to knowledge on sustainable supply chain practices</li> </ul>
Government and Regulators	No	Company website	Need-based	<ul style="list-style-type: none"> <li>Adherence to applicable laws and regulations</li> <li>Policy development</li> <li>Consultations on emerging ESG-related issues</li> </ul>
Industry and Trade Associations	No	Industry conference and trade fairs	Ongoing	<ul style="list-style-type: none"> <li>Advocacy on industry issues</li> <li>Discussions on sector-specific ESG issues</li> </ul>
Civil Society and NGOs	Yes	Emails, calls, and community meetings	Ongoing	<ul style="list-style-type: none"> <li>Discussions on key social environmental and community-related issues</li> </ul>

### Leadership Indicators →

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Response: IndiGo engages with different stakeholders on a periodic basis, frequency of these engagements is determined by the type of stakeholder. IndiGo's leadership team provides periodic updates to the members of the board and seeks their strategic guidance to address any underlying or emerging issues

1. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Response: Engaging with stakeholders is essential for IndiGo to identify and address environmental and social issues effectively. We incorporate stakeholder feedback into our policies and activities, ensuring alignment with their expectations and broader sustainability objectives.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Response: Refer to CSR strategies and initiatives as described in 'Principle 8'.



**Businesses should respect and promote human rights.**

**Essential Indicators**

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			FY 2024		
	Total (A)	No. of Employees/Workers covered (B)	% (B/A)	Total (C)	No. of Employees/Workers covered (D)	% (D/C)
Permanent	41,049	36,610	89.2%	36,860	19,606	53.2%
Other than Permanent	1,838	Nil	Nil	1,332	830	62.3%
<b>Total</b>	<b>42,887</b>	<b>36,610</b>	<b>85.4%</b>	<b>38,192</b>	<b>20,436</b>	<b>53.5%</b>

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

Category	FY 2025					FY 2024				
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	22,621	Nil	Nil	22,621	100%	20,542	Nil	Nil	20,542	100%
Female	18,428	Nil	Nil	18,428	100%	16,318	Nil	Nil	16,318	100%
<b>Other than permanent</b>										
Male	1,411	Nil	Nil	1,411	100%	1,024	Nil	Nil	1,024	100%
Female	427	Nil	Nil	427	100%	308	Nil	Nil	308	100%
<b>Workers</b>										
Permanent	NA									
Male										
Female										
Other than permanent										
Male										
Female										

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration/wages

Particulars	Male		Female	
	Number	Median remuneration / salary/ wages of respective category	Number	Median remuneration / salary/ wages of respective category
Board of Directors (BoD)	Refer "MGT 7" under Annual Return section in the Annual Report.			
Key Managerial Personnel				
Employees other than BoD and KMP	Not available			

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

Safety Incident/Number	FY 2025	FY 2024
Gross wages paid to females as % of total wages	25.64%	24.13%

Note:

- IndiGo follows a non-discrimination and pay parity policy. All entry-level employees in operational roles are offered compensation based on their educational background, skill set, past experience, employee band, and role, irrespective of gender, caste, or creed.
  - All employees in support functions are compensated based on their educational background, past experience, skills, and merit. In none of the cases are gender, caste, or creed a criterion in the determination of their compensation.
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)  
Response: Yes.
5. Describe the internal mechanisms in place to redress grievances related to human rights issues.  
Response: Please refer to 'point no. 6 of Principle 3.
6. Number of Complaints on the following made by employees and workers:

	FY 2025			FY 2024		
	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	79	18	Pending resolution under investigation as on 31 March 2025, did not exceed timeline as per SH Act.	64	18	Pending resolution under investigation as on 31 March 2024, did not exceed timeline as per SH Act.
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

Safety Incident/Number	FY 2025	FY 2024
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	79	64
Complaints on POSH as a % of female employees / workers	0.38%	0.38%
Complaints on POSH upheld	72	50

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

Response: The following mechanisms are in place to ensure complainants of discrimination and harassment are duly shielded from adverse consequences:

- If the Company receives a complaint of sexual harassment at the workplace against an employee, immediate steps are taken to ensure the safety and comfort of the complainant.
- The Company places utmost importance on maintaining confidentiality while overseeing such matters.
- There is a strict policy against retaliation in place, and any attempt by the respondent to instill fear in the complainant or witnesses during an investigation is taken very seriously and appropriate action is taken.

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

Response: Yes. Our 'Supplier Code of Conduct' is a part of standard supplier contracts, requiring suppliers to comply with all pertinent labour laws and other applicable regulations. Refer to : [6E Supplier Code of Conduct.pdf](#)

10. Assessments for the year:

Particulars	Percentage of your plants and offices that were assessed (By entity or statutory authorities or third parties)
Child Labour	100.00%
Forced/involuntary labour	100.00%
Sexual harassment	100.00%
Discrimination at workplace	100.00%
Wages	100.00%
Others – please specify	Nil

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Response: IndiGo has a robust policy on the Prevention of Sexual Harassment, which is a gender-neutral subject matter. We conduct regular workshops and focus group discussions to sensitize the employees about prevention of sexual harassment at workplace from the time of new hire joining. We also have an interactive e-learning module for the employees which educates employees on various nuances of the policy. We take extreme care to ensure utmost confidentiality is maintained while overseeing these matters.

We have a strong policy on retaliation. Any act of instilling fear in the minds of the complainant and/or any witnesses by the respondent on account of participating in an investigation is viewed extremely seriously and appropriate action is taken against the wrong doer.

Leadership Indicators →

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

Response: Nil

2. Details of the scope and coverage of any Human rights due diligence conducted.

Response: NA

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Response: Yes

4. Details on assessment of value chain partners:

Particulars	Percentage of value chain partners (by value of business done with such partners) that were assessed
Child Labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

Note: Our value chain partners are governed by our Supplier Code of Conduct and the organization's 6E Code of Conduct, which outlines the requirements for measures against Child/Forced labour, Harassment and discrimination etc.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Response: NA



Businesses should respect and make efforts to protect and restore the environment.

### Essential Indicators →

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

Parameter	FY 2025 (GJ)	FY 2024 (GJ)
<b>From renewable sources</b>		
Total electricity consumption (A)	9,167.12	68.17
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)*	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>9,167.12</b>	<b>68.17</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	55,260.83	62,226.29
Total fuel consumption (E)	131,824,154.31	119,665,150.90
Energy consumption through other sources (F)*	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>131,879,415.14</b>	<b>119,727,377.19</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>131,888,582.26</b>	<b>119,727,445.36</b>
Energy intensity per rupee of turnover (GJ/INR) (Total energy consumed / Revenue from operations)	0.00016	0.00017
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ/USD) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0033	0.004
Energy intensity in terms of physical output (GJ/ASK)	0.00084	0.00086

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

Response: Yes, TUV India Pvt. Ltd.

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.

Response: NA

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

Parameter	FY 2025 (KL)	FY 2024 (KL)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	89,715.20	82,918.60
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>89,715.20</b>	<b>82,918.60</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>89,715.20</b>	<b>82,918.60</b>
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (KL/INR)	0.00000011	0.00000012
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (KL/USD) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000022	0.0000028
Water intensity in terms of physical output (KL/ASK)	0.00000057	0.0000006

Note: We have refined the categorisation of water sources for FY 2024.

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

Response: Yes, TUV India Pvt. Ltd.

4. Provide the following details related to water discharged:

Parameter	FY 2025 (KL)	FY 2024 (KL)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Seawater / desalinated water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	52,323.40	59,321.08
- No treatment	-	-
- With treatment – please specify level of treatment	52,323.40	-
(v) Others	-	59,321.08
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>52,323.40</b>	<b>59,321.08</b>

Note: We have refined the categorisation of water sources for FY 2024.

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

Response: Yes. TUV India Pvt. Ltd.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Response: NA

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

Safety Incident/Number	Please specify unit	FY 2025	FY 2024
Nox	Ton	50,359.88	45,927.48
Sox	Ton	1,670.35	1,523.34
PM	Ton	1,558.16	1,421.02

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

Response: No

Note 1: The NOx, Sox and PM emissions have been calculated based on the well to wake emissions of our jet fuel consumption. The emission factors have been sourced from the National Renewable Energy Laboratory (NREL).

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

Parameter	Unit	FY 2025	FY 2024
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, FCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	9,706,392.55	8,414,458.31
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	10,990.77	12,427.97
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent per INR	0.000012	0.0000122

Parameter	Unit	FY 2025	FY 2024
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)	Metric tonnes of CO <sub>2</sub> equivalent per INR adjusted to PPP	0.00024	0.0003
Total Scope 1 and Scope 2 emissions per ASK	Grams of CO <sub>2</sub> equivalent/ASK	61.7	60.5

Note 1: Indicate if any independent assessment/ evaluation/assurance has been conducted by an external agency? (Y/N) If yes, name of the external agency:

Response: Yes, TUV India Pvt. Ltd.

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

Response: IndiGo has implemented various measures for reducing greenhouse gas emissions. Few strategic measures are given below.

Sr. No.	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Next generation Aircraft	Minimising fuel consumption serves as our most powerful lever for decreasing CO <sub>2</sub> emissions. A crucial aspect of this strategy involves updating our fleet with Airbus A320neo family aircraft. Currently, approximately 76% of our fleet consists of Airbus A320neo family, which are 15% more fuel-efficient and 50% quieter compared to the previous generation aircraft.	The initiative has resulted in a 17.3% decrease in CO <sub>2</sub> emissions per available seat kilometre between fiscal years 2016 and 2025.
2	Optimization of flying SOPs (Standard Operating Procedures)	We consistently adhere to established flying Standard Operating Procedures (SOPs) that facilitate continuous fuel optimisation. Some examples of these practices include single-engine taxiing, optimised flap settings during landing, optimised descent profiles, weight reduction measures such as electronic flight bags.	Reduced GHG emissions
3	On-ground initiatives	We are actively incorporating electric vehicles and equipment into our ground operations and making significant changes to achieve low emissions. Our electrification efforts are expanding, and several of our airports and training facilities now source their electricity from renewable energy.	Reduced GHG emissions

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

Parameter	FY 2025 (MT)	FY 2024 (MT)
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	1,457.53	2,657.06
€-waste (B)	0.08	3.96
Bio-medical waste (C)	-	0.11
Construction and demolition waste (D)	-	-
Battery waste (E)	65.90	0.01
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	61.01	18.15
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	9,454.438	2,910.04
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>11,038.958</b>	<b>5,589.32</b>
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (In metric tonnes per INR)	0.00000013	0.00000008
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000027	0.0000002
Waste intensity in terms of physical output (tonnes/ASK)	0.00000007	0.00000004
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		

Parameter	FY 2025 (MT)	FY 2024 (MT)
<b>Category of waste</b>		
(i) Recycled	10,653.43	5,589.21
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>10,653.43</b>	<b>5,589.21</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste</b>		
(i) Incineration	-	0.11
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	<b>-</b>	<b>0.11</b>

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

Response: Yes, TUV India Pvt. Ltd.

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.

Response: IndiGo has established a thorough waste management strategy to address the waste produced during its operations and maintenance activities. This includes the handling of oils, equipment filters, batteries, plastic materials, rubber, metal components, and tyres. The ground support team categorizes waste into distinct groups: rubber, plastic, metal, batteries, tyres, lubricants etc. and are disposed to third-party vendors for further disposal and remediation.

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:

Response: NA

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

Response: NA

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

Response: Yes, the Company is compliant with all the applicable laws.

### Leadership Indicators →

1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations

Response: NA

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2025	FY 2024
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, FCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2,918,337	-
Total Scope 3 emissions per rupee of turnover (Total Scope 3 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent per INR	0.0000036	-
Total Scope 3 emission intensity (Optional)	Grams of CO <sub>2</sub> equivalent/ASK	18.5	-

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

Response: No

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Response: NA

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Response: IndiGo has implemented various measures to improve resource efficiency. Few strategic measures are given below.

Sr. No.	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Next generation Aircraft	Minimising fuel consumption serves as our most powerful lever for decreasing CO <sub>2</sub> emissions. A crucial aspect of this strategy involves updating our fleet with Airbus A320neo family aircraft. Currently, approximately 76% of our fleet consists of Airbus A320neo family, which are 15% more fuel-efficient and 50% quieter compared to the previous generation aircraft.	The initiative has resulted in a 17.3% decrease in CO <sub>2</sub> emissions per available seat kilometre between fiscal years 2016 and 2025.
2	Optimization of flying SOPs (Standard Operating Procedures)	We consistently adhere to established flying Standard Operating Procedures (SOPs) that facilitate continuous fuel optimisation. Some examples of these practices include single-engine taxiing, optimised flap settings during landing, optimised descent profiles, weight reduction measures such as electronic flight bags.	Reduced GHG emissions
3	On-ground initiatives	We are actively incorporating electric vehicles and equipment into our ground operations and making significant changes to achieve low emissions. Our electrification efforts are expanding, and several of our airports and training facilities now source their electricity from renewable energy.	Reduced GHG emissions
4	Water Consumption	A large part of the fleet is equipped with water-efficient nozzles that help reduce on-board water consumption by up to 98%.	Reduction in water consumption
5	Waste Management	We have made changes to our onboard service process which results in reduction of waste generation and better segregation of waste material. We have replaced over 113 million single use plastic products by using biodegradable products in FY 2025.	Reduction in waste generation

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Response: We have taken proactive steps to ensure comprehensive disaster management and business continuity plan is in place. The Emergency Response Plan is documented at the corporate, departmental, and station levels and complies with both international and domestic regulations. This exhaustive plan covers human-caused and natural disasters, including a major aircraft accident, and includes command and control, crisis communications, humanitarian response, and business continuity. The plan also encompasses training and drills, financial and insurance issues, and coordination with external agencies and code share partners.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Response: None.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Response: Nil

**PRINCIPLE 7**

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

**Essential Indicators** →

1. a. Number of affiliations with trade and industry chambers/ associations.  
Response: 7 nos. as referred in the response to below question 7 (b).
- 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.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	PHD Chamber of Commerce & Industry	National
2	Associated Chambers of Commerce and Industry	National
3	Federation Of Indian Airlines	National
4	Airline Operators Committee	National
5	Indian Chambers of Commerce	National
6	Flight Safety Foundation, Inc.	National

Additionally, IndiGo actively participates in multi-stakeholder meetings and, where appropriate, public consultations. The company is also a member of the International Air Transport Association (IATA), a global trade organization that represents, directs, and supports the aviation sector.

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 the authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

**Leadership Indicators** →

1. Details of public policy positions advocated by the entity:  
Response: NA

**PRINCIPLE 8**

Businesses should promote inclusive growth and equitable development.

**Essential Indicators** →

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.  
Response: NA
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:  
Response: NA
3. Describe the mechanisms to receive and redress grievances of the community.  
Response: Our Corporate Social Responsibility team along with their NGO partners regularly engages with the community and addresses their grievances, if any.
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Safety Incident/Number	FY 2025	FY 2024
Directly sourced from MSMEs/ small producers	2.06%	1.66%
Directly from within India	65.73%	68.38%

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

Location	FY 2025	FY 2024
Rural	0.01%	0.0%
Semi-urban	0.37%	0.3%
Urban	6.06%	6.3%
Metropolitan	93.56%	93.4%

#### Leadership Indicators →

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	NA

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr. No.	State	Aspirational District	Amount spent (In INR)
1	Himachal Pradesh	Chamba	6,222,727
2	Odisha	Gajapati, Kandhamal	2,893,436
3	Jharkhand	Godda, Bokaro, Hazaribagh, Ramgarh, Kondagaon	33,739,141

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
 (b) From which marginalized /vulnerable groups do you procure?  
 (c) What percentage of total procurement (by value) does it constitute?

Response: NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Response: NA

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Response: NA

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Vocational Training Centre (Residential centre)	495	100%
2.	Vocational Training Centre (Non - Residential centre)	650	100%
3.	Creating inclusive Livelihood opportunities for youth	50	100%
4.	Vocational Training Centre	-	-
5.	Creating functional Water, sanitation, and hygiene (WASH) facilities at Govt schools	1,000	100%
6.	Livelihood for gender minorities	1,000	100%
7.	Women collectives led Action towards Environment Rejuvenation (WATER)	75,000	100%
8.	Livelihood enhancement through sustainable agriculture and entrepreneurship development	20,000	100%
9.	Livelihood creation of women farmers	3,000	100%
10.	Enhancing livelihood through production and value addition of Potato farming	500	100%

Sr. No.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
11.	Waste Management at Indore Airport	-	-
12.	Upcycling of the textiles	3,365	100%
13.	Community-led Environment Restoration and Women-led Livelihood Enhancement	2,111	100%
14.	Community-led ecological restoration with clean development mechanism approach	3,273	100%
15.	Climate-friendly interventions to improve quality of life in rural areas	4,000	100%
16.	Plantation for community and livelihood	2,000	100%
17.	Maintenance and Upkeep of the Abdur Rahim Khan-i-Khanan's Tomb	-	-
18.	Conservation and illumination of Gwalior Fort	-	-
19.	Shivshrusti Heritage Park	-	-



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

#### Essential Indicators →

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

Response: We have provided multiple channels for consumers to register their complaints & feedback. For more details, please refer 'contact' page on our website.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	
Recycling and/or safe disposal	

- Number of consumer complaints in respect of the following:

Particulars	FY 2025		Remarks	FY 2024		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other			Nil			Nil
(i) DGCA	1,803	Nil		818	Nil	
(ii) Consumer Complaints	120	125		161	140	

- Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

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.

Response: Yes, Pls refer our [Data Privacy policy](#) available on our website. To ensure the safety and privacy of its clients and stakeholders, the company employs a strong cybersecurity strategy that adheres to industry standards such as ISO 27001, NIST, and CIS.

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.

Response: NA

7. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact
- Percentage of data breaches involving personally identifiable information of customers
- Impact, if any, of the data breaches

Response:

- Nil
- Nil
- Nil

#### Leadership Indicators →

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Response: The information on our products and services is available on our official website [www.goindigo.in](http://www.goindigo.in).

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Response:

- For every flight that we operate, our crew provides a safety and emergency protocol briefing with the passenger.
- Our tickets and boarding passes include information on forbidden goods that cannot be carried while flying. Pls refer to our [baggage policy](#) for more information.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Response: In case of any flight cancellation or disruption we reach out to our customers through different channels of communication such as calls, emails and messages etc.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey about consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Response:

Yes, we provide all the information related to passenger travel on our website and on our mobile application. Pls refer [Conditions of Carriage](#), web check-in procedures, baggage limits, and other travel-related guidelines on our website.

Yes, we do conduct customer satisfaction surveys periodically.

# INDEPENDENT ASSURANCE STATEMENT

To,  
 The Board of Directors, InterGlobe Aviation Ltd. (IndiGo),  
 Upper Ground Floor, Thapar House,  
 Gate No. 2, Western Wing, 124 Janpath, New Delhi - 110 001, India

InterGlobe Aviation Ltd. (IndiGo) (hereafter 'IndiGo') engaged TÜV India Private Limited (TUVI) to conduct an independent external assurance of its Business Responsibility and Sustainability Report (BRSR) for the reporting period from April 01, 2024 to March 31, 2025. The assurance engagement covered the BRSR Core disclosures, specifically the nine attributes as per Annexure I - Format of BRSR Core, in accordance with the BRSR Core Framework for Assurance and ESG Disclosures for Value Chain, as stipulated in:

- SEBI Circular: SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12 July 2023
- Industry Standards on Reporting of BRSR Core: SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177, dated 20 December 2024

TUVI conducted this engagement with a reasonable level of assurance, in line with the requirements of ISAE 3000 (Revised) for non-financial assurance engagements for BRSR Core KPIs Guidelines on Responsible Business Conduct (NGRBC) and aligns with the SEBI circular SEBI/HO/CFD/CMD- 2/P/CIR/2021/562, dated 10 May 2021, and the notification SEBI/LAD-NRO/GN/2023/131, dated 14 June 2023, which outline the regulatory requirements for BRSR reporting. This assurance engagement was conducted with reference to the relevant BRSR following the agreed terms of engagement and applicable assurance standards.

## Management's Responsibility

IndiGo is responsible for the preparation and content of the Business Responsibility and Sustainability Report (BRSR), including the Core disclosures (nine attributes as per Annexure I - holds responsibility for the collection, analysis, and disclosure of the information presented in both the BRSR (web-based and print versions). This includes maintaining the integrity of the associated website and ensuring that all disclosed information is accurate, complete, and aligned with the applicable criteria outlined in the BRSR, and is free from intended or unintended material misstatements. Furthermore, IndiGo is accountable for the archiving, storage, and reproduction of the reported data and information, and for making it available to stakeholders and regulators upon request.

## Scope and Boundary

The scope of work includes the assurance of the following [09 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR report. The BRSR core requirements encompass essential disclosures pertaining to Social and Governance (ESG). In particular, the assurance engagement included the following:

- Review of [09 attributes as per Annexure I - Format of BRSR Core](#) submitted by IndiGo
- Review of the quality of information
- Review of evidence (on a random samples) for all 9 attributes and its KPI

TUVI has verified the below [09 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR

Attributes	KPI
Green-house gas (GHG) footprint	Total Scope 1 emissions (with breakup by type) - GHG (CO <sub>2</sub> e) Emission in MT - Direct emissions from organization's owned - or controlled sources
Boundary: Scope 1	Total Scope 2 emissions in MT - Indirect emissions from the generation of energy that is purchased from a utility provider
Boundary Consumption from all domestic and international vendors are part of financial statement.	GHG Emission Intensity (Scope 1+2), Total Scope 1 and Scope 2 emissions (MT) / Total Revenue from Operations adjusted for PPP
Scope 2	
Boundary All Domestic airports and corporate locations.	GHG Emission Intensity (Scope 1+2), (Total Scope 1 and Scope 2 emissions (MT) /ASK (Available Seat km)

Attributes	KPI
Water footprint Boundary:	Total water consumption (in kL) Water consumption intensity - kL / Total Revenue from Operations adjusted for PPP Water consumption intensity - kL /ASK (Available Seat km)
Covers all Domestic airports and corporate locations.	Water Discharge by destination and levels of Treatment (kL)
Energy footprint Boundary:	Total energy consumed in GJ % of energy consumed from renewable sources - In % terms
Refer attribute "Green-house gas (GHG) footprint"	Energy intensity -GJ/ Rupee adjusted for PPP Energy intensity -GJ/ASK (Available Seat km)
Embracing circularity - details related to waste management by the entity Boundary:	Plastic waste (A) (MT) E-waste (B) (MT) Bio-medical waste (C) (MT) Battery waste (D) (MT) Engine oil (E) Oil containers (F) Engineering spares (G) (MT) Mixed metal (H) (MT) Mixed Organic (I) (MT) Total waste generated (A + B + C + D + E + F+G+H+I) (MT) Waste intensity • MT / Rupee adjusted for PPP • MT /ASK (Available Seat km)
Enhancing Employee Wellbeing and Safety	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (MT) Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (Intensity ✓ kg of Waste Recycled Recovered /Total Waste generated For each category of waste generated, total waste disposed by nature of disposal method (MT) For each category of waste generated, total waste disposed by nature of disposal method (Intensity) ✓ kg of Waste Recycled Recovered /Total Waste generated Spending on measures towards well-being of employees and workers cost incurred as a % of total revenue of the co - In % terms Details of safety related incidents for employees and workers (including contract- workforce e.g. workers in the company's construction sites) 1) Number of Permanent Disabilities 2) Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) 3) No. of fatalities
Enabling Gender Diversity in Business (Indian Operations)	Gross wages paid to females as % of wages paid - In % terms Complaints on POSH 1) Total Complaints on Sexual Harassment (POSH) reported 2) Complaints on POSH as a % of female employees / workers 3) Complaints on POSH upheld
Enabling Inclusive Development (Indian Operations)	Input material sourced from following sources as % of total purchases Directly sourced from MSMEs/ small producers and from within India - In % terms As % of total purchases by value Job creation in smaller towns - Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost - In % terms As % of total wage cost

Attributes	KPI																						
Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events - In % terms Number of days of accounts payable - (Accounts payable *365) / Cost of goods/services procured																						
Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties <table border="1" data-bbox="1037 436 1477 1095"> <tr> <td data-bbox="1037 436 1085 492">1)</td> <td data-bbox="1085 436 1477 492">Purchases from trading houses as % of total purchases</td> </tr> <tr> <td data-bbox="1037 492 1085 548">2)</td> <td data-bbox="1085 492 1477 548">Number of trading houses where purchases are made from</td> </tr> <tr> <td data-bbox="1037 548 1085 604">3)</td> <td data-bbox="1085 548 1477 604">Purchases from top 10 trading houses as % of total purchases from trading houses</td> </tr> <tr> <td data-bbox="1037 604 1085 660">1)</td> <td data-bbox="1085 604 1477 660">Sales to dealers / distributors as % of total sales</td> </tr> <tr> <td data-bbox="1037 660 1085 716">2)</td> <td data-bbox="1085 660 1477 716">Number of dealers / distributors to whom sales are made</td> </tr> <tr> <td data-bbox="1037 716 1085 772">3)</td> <td data-bbox="1085 716 1477 772">Sales to top 10 dealers / distributors as % of total sales to dealers / distributors</td> </tr> <tr> <td colspan="2" data-bbox="1037 772 1477 828">Share of APTs (as respective %age) in -</td> </tr> <tr> <td colspan="2" data-bbox="1037 828 1477 884">• Purchases</td> </tr> <tr> <td colspan="2" data-bbox="1037 884 1477 940">• Sales</td> </tr> <tr> <td colspan="2" data-bbox="1037 940 1477 996">• Loans &amp; advances</td> </tr> <tr> <td colspan="2" data-bbox="1037 996 1477 1052">• Investments</td> </tr> </table>	1)	Purchases from trading houses as % of total purchases	2)	Number of trading houses where purchases are made from	3)	Purchases from top 10 trading houses as % of total purchases from trading houses	1)	Sales to dealers / distributors as % of total sales	2)	Number of dealers / distributors to whom sales are made	3)	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Share of APTs (as respective %age) in -		• Purchases		• Sales		• Loans & advances		• Investments	
1)	Purchases from trading houses as % of total purchases																						
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Share of APTs (as respective %age) in -																							
• Purchases																							
• Sales																							
• Loans & advances																							
• Investments																							

### Notes:

**Energy:** The airport energy consumption data was sourced from the available data (like invoices, bills, SAP statements etc.) in the system. For some airports where dedicated electricity data is not available for particular month, it is extrapolated based on the average basis considering the data of Major Metro Stations (Bangalore, Mumbai, Delhi, Calcutta, Chennai, Hyderabad). This is considered reasonable as these stations cover more services and has higher number of staff support for the passengers compared to other small airports.

**Water:** Water upliftment into aircraft was monitored based on basis of invoices. Sample invoices were verified during the Assurance process. Water purchase invoices were considered for the monitoring of this data. Water discharge from the aircraft uplifted water was assumed as 70 %; for consumption in lavatory.

**Waste:** The company currently has two hangars, one in Bengaluru and one in Delhi. CTO and CTE is received for Bangalore hangar. At these establishments, hazardous waste is being generated in the form of used oil, grease, lubricants etc. from the maintenance activities. Currently these wastes are disposed through Pollution Control Board authorized vendors who recycle these wastes in line with their consent conditions. Any ongoing applicable formalities with pollution control board on statutory requirements shall be expedited to obtain the consent from the respective State Pollution Control Board in-line with the statutory requirements.

The reporting boundaries for the above attributes include 91 domestic airport locations across 35 states/UTs and 40 international airports across 25 countries. An on-site verification was conducted at IndiGo Corporate Office, Delhi airport hangar site, and Oberoi Flight Service catering kitchen locations from 9th Dec 2024 to 11th December 2024.

### Onsite Verification

1. InterGlobe Aviation Limited ("IndiGo"), 3<sup>rd</sup> Floor, Emaar Capital Tower 2, MG Road, Gurgaon, Haryana, 122002, India for dates 9th December 2024 to 10th December 2024,
2. IndiGo Hangar at IGI Airport, New Delhi - 11th December 2024,
3. Kitchen - Oberoi Flight Service catering kitchen on 11th December 2024.

The assurance activities were carried out together with a desk review as per reporting boundary.

## Limitations

TUVI did not perform assurance procedures on any forward-looking or prospective information disclosed in the report, including but not limited to targets, expectations, and ambitions. Accordingly, no conclusions are drawn regarding such information. During the assurance process, no limitations were encountered that impacted the scope agreed upon for this engagement. TUVI did not verify any specific ESG goals or claims made by IndiGo under this assignment.

All data was verified on a sample basis, and the responsibility for the authenticity, accuracy, and completeness of the reported data rests solely with IndiGo. Any reliance placed on the BRSR report by readers or third parties is done entirely at their own risk. TUVI has referred to audited financial statements for all financial data cited in the BRSR; however, IndiGo remains solely responsible for the appropriate application and interpretation of these figures in the report. The scope and application of this assurance statement are strictly limited to the requirements set forth in the following regulatory references:

- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12 July 2023
- SEBI Circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177, dated 20 December 2024 (pertaining to Industry Standards on Reporting of BRSR Core)

This assurance statement does not constitute an endorsement of any environmental or social claims related to products, manufacturing processes, packaging, or product disposal, nor of any advertising or promotional content by the reporting organization. TUVI explicitly prohibits the use of this assurance statement for the purpose of greenwashing or making misleading claims. It is the responsibility of the reporting organization to ensure full compliance with all applicable legal and regulatory requirements.

## Our Responsibility

TUVI's India Private Limited (TUVI) was commissioned to provide an independent assurance engagement and is responsible for delivering a reasonable level of assurance on the non-financial disclosures (for BRSR Core KPIs) and for expressing a conclusion based on the procedures performed. It is important to note that the engagement did not include an assessment of the -related issues, or the overall sufficiency of the report except as covered within the defined scope of assurance.

TUVI's responsibility was limited to the agreed scope of work, which comprised:

1. Reasonable assurance on the non-financial quantitative and qualitative disclosures (for BRSR Core KPIs) related to the nine attributes as outlined in Annexure I - Format of BRSR Core.

The reporting organization (IndiGo) retains full responsibility for ensuring the authenticity, completeness, and accuracy of the information and for archiving the underlying data for a reasonable duration.

TUVI's assurance procedures were based on the assumption that all data and information provided by IndiGo were complete and accurate. The data was verified on a sample basis, and no responsibility is assumed by TUVI for the full verification of all underlying records. The primary intended user of this assurance statement is IndiGo; however, the client may use it at their own discretion in accordance with their specific requirements. TUVI expressly disclaims any liability or responsibility:

1. For decisions made by any individual or entity based on this assurance statement; and
2. For any damages resulting from the reliance on incomplete, inaccurate, or erroneous data reported.

The assurance engagement is conducted with the understanding that IndiGo has provided true and complete information throughout the process.

## Verification Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts with respect to disclosures. TUVI has verified the disclosures and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

- a) TUVI examined and reviewed the documents, data, and other information made available by IndiGo for [09 attributes as per Annexure I - Format of BRSR Core](#) (non-financial disclosures) followed by taking reference of the financial figures from the audited financial reports.
- b) TUVI conducted interviews with key representatives, including data owners and decision-makers from different functions of IndiGo
- c) TUVI performed sample-based reviews of the mechanisms for implementing the sustainability-related policies and data management (qualitative and quantitative)
- d) TUVI reviewed the adherence to reporting requirements of "BRSR"

## Action Plan

The following improvement areas were identified and shared with IndiGo. These recommendations align with IndiGo management's existing objectives and sustainability initiatives in addition to BRSR Core disclosure reporting. Notably, IndiGo has already recognized many of these areas, and the assurance team supports their continued focus to advance the organization's sustainability goals:

- i. Waste reporting: IndiGo may encourage to monitor the chain of custody for suppliers who are not directly recycling the non-hazardous waste
- ii. Data digitization: IndiGo can utilize digital platforms to capture the data on periodic basis and perform the internal audit on half yearly basis

## Conflict of Interest

In alignment with the BRSR requirements established by SEBI, managing and disclosing potential conflicts of interest is critical to ensuring the integrity, independence, and credibility of the assurance engagement. As per SEBI guidelines, assurance providers are required to identify and disclose any existing or potential conflict of interest that could compromise the objectivity or neutrality of their assessment. TUVI maintains a robust process to assess and address any such risks. TUVI thoroughly evaluates its relationships, affiliations, and financial interests to identify any factors that may give rise to a conflict. Where potential conflicts are identified, appropriate safeguards are implemented to mitigate or eliminate any undue influence on the assurance process. We are committed to maintaining independence and impartiality in our assurance services. As part of our transparency obligations, any identified conflicts are clearly disclosed within the assurance statement. TUVI acknowledges that the failure to adequately address conflicts of interest could undermine the credibility of the assurance conclusions and the reliability of the reported information. Therefore, we strictly comply with throughout the engagement.

## Our Conclusion

In our opinion, based on the scope of this assurance engagement, the disclosures on BRSR Core KPI described in the BRSR report along with the referenced information provides a fair representation of the 9 attributes, and meets the general content and quality requirements of the BRSR. TUVI confirms its competency to conduct the assurance engagement for the BRSR as per SEBI guidelines. Our team possesses expertise in ESG verification, assurance methodologies, and regulatory frameworks. We ensure independence, employ robust methodologies, and maintain continuous improvement to deliver reliable assessments.

Disclosures: TUVI is of the opinion that the reported disclosures generally meet the BRSR requirements. IndiGo refers to General Disclosure to report contextual information about IndiGo, while the Management & Process disclose the management approach for each indicator ([09 attributes as per Annexure I - Format of BRSR Core](#)).

Reasonable Assurance: As per SEBI reasonable assurance requirements including scope of Assurance, Assurance methodologies (risk-based approach and data validation techniques), mitigating conflicts of interests, documentation on evidence and communication on findings, TUVI can effectively validate the accuracy and reliability of the information presented in the BRSR, instilling confidence in stakeholders and promoting transparency and credibility in ESG reporting practices.

## IndiGo BRSR complies with the below requirements

- a) Governance, leadership and oversight: The messages of top management, the business model to promote inclusive growth and equitable development, action and strategies, focus on services, risk management, protection and restoration of environment, and priorities are disclosed appropriately.
- b) Connectivity of information: IndiGo discloses [09 attributes as per Annexure I - Format of BRSR Core](#) and their inter-relatedness and dependencies with factors that affect the organization's ability to create value over time.
- c) Stakeholder responsiveness: The Report covers mechanisms of communication with key stakeholders to identify major concerns to derive and prioritize the short, medium and long-term strategies. The Report provides insights into the organization's relationships (nature and quality) with its key stakeholders. In addition, the Report provides a fair representation of the extent to which the organization understands, considers and responds to the legitimate needs and interests of key stakeholders.
- d) Materiality: The material issues within 9 attributes and corresponding KPI as per BRSR requirement are reported properly.
- e) Conciseness: The Report reproduces the requisite information and communicates clear information in as few words as possible. The disclosures are expressed briefly and to the point sentences, graphs, pictorial, tabular representation is applied. At the same time, due care is taken to maintain continuity of information flow in the BRSR.

- f) **Reliability and completeness:** IndiGo has established internal data aggregation and evaluation systems to derive the performance. IndiGo confirms that, all data provided to TUVI, has been passed through QA/QC function. The data and information was verified by TUVI's assurance team (on sample basis) during the BRSR verification and found to be fairly accurate. All data, is reported transparently, in a neutral tone and without material error.
- g) **Consistency and comparability:** The information presented in the BRSR is on yearly, found reliable and complete. Thus, the principle of consistency and comparability is established.

**Independence and Code of Conduct:** TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. We recognize the importance of maintaining independence in our engagements and actively manage threats such as self-interest, self-review, advocacy, and familiarity. The assessment team was safeguarded from any type of intimidation. By adhering to these principles, we uphold the trust and confidence of our clients and stakeholders. In line with the requirements of the SEBI [circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12/07/2023](#), TUVI confirms that there is no conflict of interest with IndiGo. TUVI solely focuses on delivering verification and assurance services and does not engage in the sale of service or the provision of any non-audit/non-assurance services, including consulting.

**Quality control:** The assurance team complies with quality control standards, ensuring that the engagement partner possesses requisite expertise and the assigned team collectively has the necessary competence to perform engagements in reference with standards and regulations. Assurance team follows the fundamental principles of integrity, objectivity, professional competence, due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Our Assurance Team and Independence

TUVI operates as an independent and neutral third-party entity, specializing in ESG assurance services delivered by a team of qualified environmental and social specialists. TUVI affirms its independence and impartiality with respect to this assurance engagement and confirms that no conflict of interest exists in the context of our work with IndiGo. Throughout the reporting year, TUVI has not undertaken any other assignments for IndiGo that could compromise the objectivity, neutrality, or independence of our assurance findings, conclusions, or observations. TUVI had no role in the preparation or development of any content, data, or analysis included in the BRSR, other than the development of this assurance statement. Additionally, TUVI maintains strict impartiality in its interactions, including during interviews with IndiGo personnel, and ensures that no individual or organizational influence has affected the outcome of the assurance engagement.

For and on behalf of TUV India Private Limited

**Manojkumar Borekar**

Product Head - Sustainability  
Assurance Service

TUV India Private Limited

Kindly refer to digital version of the assurance statement [here](#)

Date: 09/06/2025  
Place: Mumbai, India  
Project Reference No: 8123326689  
Revision: 01