

(c) What Percentage of Total Procurement (by Value) Does it Constitute?

Not Applicable

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:

The Company does not have any intellectual property owned, created, or acquired based on traditional knowledge during the year.

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.

Not Applicable

6. Details of Beneficiaries of CSR Projects:

Sr. No.	CSR Project	No of persons benefitted from CSR project's	% of beneficiaries from vulnerable and marginalized groups
1	Adani Vidya Mandir, Sarguja	1,031	90.00%
2	Airport school, Guwahati	418	38.30%
3	Remedial Literacy Program	350	100%
4	Strengthening school infrastructure, School bag distribution	7,950	--
5	Udaan: Nurturing young minds	3,432	50%
6	Treatment through Mobile Health Care Unit	13,667	55%
7	Treatment through Health camps & health outreach	43,668	--
8	Eye care initiatives	8,914	--
9	Micro-enterprises operational - SHGs, Apparel production unit	384	100%
10	Air trades training for youth	30	--
11	Mangal Seva Program, Gujarat + Women entrepreneur	72	100%
12	Community benefited through social security schemes	8135	100%
13	Rural sports - Youth engagement	2,000	100%
14	Sathwaro- Supporting Artisan	137	100%

PRINCIPLE 9: Businesses Should Engage with and Provide Value to their Consumers in A Responsible Manner.**1. Describe the Mechanisms in Place to Receive and Respond to Consumer Complaints and Feedback.**

AEL has established a structured and transparent grievance redressal mechanism to effectively receive and respond to consumer complaints and feedback across both B2B and B2C segments. Multiple channels, including emails, web portals, mobile applications, helplines, and WhatsApp platforms, are available to customers for lodging complaints, supported by AI-enabled chatbots and automated service tools in select businesses.

The mechanism is guided by clearly defined escalation matrices and service-level timelines to ensure timely acknowledgment and resolution of complaints. For instance, in the Airports business, user complaints are acknowledged within 24 hours, and a standardised process is followed to ensure closure within a stipulated timeframe.

Additionally, AEL leverages data-driven analytics to monitor customer feedback, identify recurring issues, and address process-level gaps. Continuous tracking of grievance redressal performance enables the organisation to enhance responsiveness, improve service quality, and ensure alignment with evolving customer expectations.

2. Turnover of Products and/ Services as a Percentage of Turnover from All Products/Service That Carry Information About:

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