

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.
Eight (08)
- b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Natural Gas Society	National
2	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Confederation of Indian Industry (CII)	National
5	Indian Biogas Association	National
6	Association of CGD Entities	National
7	Indian Business and Biodiversity Initiative (IBBI)	National
8	United Nations Global Compact (UNGC)	National

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

Name of Authority	Brief of the case	Corrective action taken
NA	NA	NA

Leadership Indicators

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

S. No.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify	Web Link, if available
-	NA	NA	NA	NA	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.

Name of the project	Brief details of the project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency? (Yes/No)	Results communicated in public domain (Yes / No)	Relevant Web link
Nil						

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

S. No.	Name of the project for which R&R is going on	State	District	No. of Project Affected Families (PAFs)	No. of PAFs covered by R&R	Amounts paid to% of PAFs in the FY (in ₹)
Nil						

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

ATGL has a well-defined mechanism in place to receive and address community grievances. The Geographical Area (GA) Head, who serves as the key on-site personnel, is the first point of contact for community members and may receive grievances either orally or in writing. In case a grievance is raised, the GA Head reviews the concern and communicates it to the Regional Head or the CEO, as appropriate, to enable timely redressal and ensure appropriate action is taken.

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ Small producers	11%	10%
Directly from within India	100%	100%

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

Location	FY 2025-26	FY 2024-25
Rural	0%	0.25%
Semi-urban	1.54%	1.05%
Urban	12.86%	8.50%
Metropolitan	85.60%	90.19%

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
Not Applicable	

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

S. No.	State	Aspirational District	Amount Spent in ₹
1	Madhya Pradesh	Chhatarpur	4,68,800
2	Chhattisgarh	Korba	40,400
3	Maharashtra	Akola, Washim	84,000
4	Assam	Baksa, Bongaigaon	68,000

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)
No
- (b) From which marginalised/vulnerable groups do you procure?
Not Applicable
- (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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating of benefits share
Not Applicable				

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.

Name of authority	Brief of case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Adani Vidya Mandir, Ahmedabad	996	100%
2	Eye screening	24,052	96%
3	Defensive Driver Training	784	100%

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

Essential Indicators

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

ATGL has established multiple consumer touchpoints to enable receipt of complaints and feedback through both digital and physical channels. A structured process supported by standard operating procedures, defined turnaround times, and an escalation matrix governs the handling and resolution of all consumer complaints, irrespective of the channel through which they are received. Consumers may submit complaints and feedback through the following platforms:

- **ATEL contact centre:** Provides 24x7 customer support for complaint registration and service related assistance.
- **Customer helpline number:** Provides direct telephonic access for registering complaints, seeking assistance, and addressing service related queries.
- **Interactive Voice Response System (IVRS):** A cloud based, SAP integrated system that enables automated complaint logging, digital ticket generation, routing of service requests, and efficient handling of emergency calls.
- **MyAdaniGas mobile app:** Enables consumers to register complaints and service requests digitally through an integrated ticket management system.
- **AdaniGas website:** Provides an online interface for lodging complaints and tracking service requests.
- **Video contact centre:** Offers personalised virtual assistance, enabling issue resolution without the need for physical visits.
- **Email address:** Enables consumers to submit complaints and feedback electronically.
- **Customer delight offices:** Offers in person support at designated locations for complaint registration and resolution.
- **Self service kiosks:** Allow consumers to raise service requests and complete routine transactions independently.

Complaints received through external channels, including the MoPNG portal, PNGRB portal, consumer forums, and social media platforms, are also captured and addressed through the internal redressal framework. A feedback loop is maintained wherein customer feedback is reviewed and analysed post resolution to identify areas of improvement and implement corrective actions.

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

Business	As a percentage to total turnover
Environment and Social parameters relevant to product	-
Safe and responsible usage	100%
Recycling and/or safe disposal	-

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

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	98,726	9	-	74,622	14	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Others	74,723	6,333	-	69,558	4,477	-

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

Category	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	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.

Yes, the Company has a framework in place to address cybersecurity and data privacy risks through its Data Privacy Policy, Cyber Security Policy, and Privacy Policy. These policies cover key aspects such as consent management, data security and protection, identification and mitigation of cyber and privacy risks, and data breach management.

The policies are available at the following links:

Data Privacy Policy: <https://www.adanigas.com/-/media/Project/AdaniGas/Investors/Investor-download/Policies/ATGL-Data-Privacy-Policy1.pdf>

Cyber Security Policy: <https://www.adanigas.com/-/media/Project/AdaniGas/Investors/Investor-download/Policies/Cybersecurity-Policy1.pdf>

Privacy Policy: <https://www.adanigas.com/en/privacy-policy>

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.

Not Applicable

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil



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INDEPENDENT ASSURANCE STATEMENT

Independent Assurance Statement to Adani Total Gas Limited on its BRSR Report for the FY 2025-26

Nature of the Assurance

SGS India Private Limited (hereinafter referred to as ‘SGS India’) was commissioned by Adani Total Gas Limited (the ‘Company’ or ‘ATGL’) to conduct an independent assurance of the Company’s Business Responsibility and Sustainability Reporting (BRSR) (the ‘Report’) for the reporting period of April 1, 2025, to March 31, 2026. The boundary of this report includes 29 City Gas Stations, 705 CNG Stations, 7 L-CNG Stations, and 27 stores under ATGL, along with 1,765 EV charging stations under ATEL and 2 biogas plants under ATBL, spread across India.

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all Adani Total Gas Limited internal and external stakeholders.

Responsibilities

The sustainability information in the Report and its presentation are the responsibility of the directors or governing body and the management of Adani Total Gas Limited. SGS has not been involved in the preparation of any of the material included in the Report. Our responsibility is to express an opinion on the text, data, graphs, and statements within the scope of assurance based upon sufficient and appropriate objective evidence.

Assurance Standard, Type and Level of Assurance

The assurance of this report has been conducted according to the AA1000 Assurance Standard (AA1000AS v3) , a standard used globally to provide assurance on sustainability-related information across organizations of all types, including the evaluation of the nature and extent to which an organization adheres to the AccountAbility Principles (AA1000AP,2018). The assurance engagement has been conducted at a combination of High and Moderate levels of scrutiny, reflecting variation in assurance levels across the defined scope. Specifically:

1. Reasonable Assurance (High – Type 2, v3) has been applied to the BRSR Core disclosures, and
2. Limited Assurance (Moderate – Type 2, v3) has been applied to the BRSR Non-Core disclosures; in accordance with the requirements of the AA1000 Assurance Standard (AA1000AS v3), BRSR Core and Non-Core Framework for Assurance and ESG Disclosures for Value Chain (Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026), dated January 30, 2026 circular and with reference to GHG Protocol.

Scope of Assurance

The scope of the assurance included evaluation of the quality, accuracy, and reliability of specified performance information as detailed below, and evaluation of adherence to the following reporting criteria:

1. AA1000 Accountability Principles (2018)
2. GHG (Greenhouse Gas) Protocol.
3. AA1000AS Type 2 assurance has been performed with a combination of high and moderate levels, while ISAE 3000 (Revised) and ISAE 3410 engagements have been conducted at a limited level of assurance.

- b. Percentage of data breaches involving personally identifiable information of customers
NA
- c. Impact, if any, of the data breaches
NA

Leadership Indicators

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

Information on ATGL’s services such as Residential PNG, Commercial PNG, Industrial PNG, and CNG can be accessed through the Company’s website at www.adanigas.com/#servicesSec.

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

The Company undertakes the following initiatives to inform and educate consumers on safe and responsible usage of PNG and CNG services:

- **Consumer outreach and awareness programmes:** Initiatives such as My Customer My Pride (MCMP) 2.0, Customer Coach 2.0 Programme, Doorstep Customer Delight Campaign (CDC), and Digital Drive Campaigns are conducted through demonstrations, webinars, digital campaigns, mobile vans, and on ground engagement to promote safe usage and service awareness.
- **Safety communication at consumer premises:** Safety kits containing do’s and don’ts are provided during installation of new gas connections, and key safety instructions along with emergency contact details are displayed on gas meters at consumer premises.
- **Thematic and digital safety campaigns:** Targeted initiatives such as Dial Before Dig, festival specific safety campaigns, and periodic safety messages on social media platforms are undertaken to enhance consumer awareness.
- **Operational safety alerts:** Adequate levels of odorant are maintained in gas supply to enable early detection of gas leaks, and regular alerts are issued to CNG consumers regarding periodic hydro testing requirements.

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

ATGL has established communication mechanisms to keep consumers informed of any risk of disruption or discontinuation of gas supply. In cases of planned shutdowns, undertaken for infrastructure expansion or to enhance reliability of the gas supply network, industrial and commercial customers are informed in advance through SMS and email notifications.

In the event of unplanned gas supply disruptions, typically arising due to third party damage to gas pipelines, affected or potentially affected consumers are notified promptly through SMS or emails. For domestic PNG consumers, such unplanned disruptions are communicated through text messages sent to registered mobile numbers, ensuring timely awareness and appropriate safety response.

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 with regard to 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)

Yes, as a utility service provider, ATGL provides information on its services beyond the disclosures mandated under applicable local laws. Information relating to services, safety practices, usage guidelines, and service updates is shared with consumers through multiple channels, including the Company’s website, brochures, SMS communications, and other appropriate digital and physical modes.

ATGL conducts an annual Customer Satisfaction (C-SAT) Surveys across key areas of operation. These surveys are administered through the mobile application and email platforms to capture real time consumer feedback, and the results are reviewed and analysed to identify service enhancements and improvement actions.