

September 06, 2024

BSE Ltd. P J Towers, Dalal Street, FortMumbai – 400001 <b>Scrip Code: 543272</b>	National Stock Exchange of India Limited (NSE). Exchange Plaza, Bandra Kurla Complex, Bandra East, Mumbai – 400051 <b>Symbol: EASEMYTRIP</b>
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**Sub: Business Responsibility and Sustainability Report of Easy Trip Planners Limited (“the Company”) for the Financial Year 2023-24.**

Dear Sir/ Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2023-24 which forms an integral part of the Integrated Annual Report for the financial year 2023-24.

The BRSR is also available on the website of the Company at <https://www.easemytrip.com/investor-relations.html>.

This is for your information and record.

Thanking you,

Yours faithfully,

**For Easy Trip Planners Limited**

**Priyanka Tiwari**  
**Group Company Secretary and Chief Compliance Officer**  
**Membership No.: A50412**

## Easy Trip Planners Ltd.

Registered office : Building No. - 223, Patparganj Industrial Area, New Delhi - 110092 (India)

Phone : +91 - 11 43030303, 43131313 | E-mail : Care@easemytrip.com | Web: www.EaseMyTrip.com | CIN No. L63090DL2008PLC179041



**Incredible India**  
Approved by Ministry of Tourism  
Government of India



# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L63090DL2008PLC179041
2	<b>Name of the Listed Entity</b>	Easy Trip Planners Limited
3	<b>Year of incorporation</b>	2008
4	<b>Registered office address</b>	223 FIE Patparganj Industrial Area, East Delhi, Delhi-110092
5	<b>Corporate address</b>	223 FIE Patparganj Industrial Area, East Delhi, Delhi-110092
6	<b>E-mail</b>	<a href="mailto:emt.secretarial@easemytrip.com">emt.secretarial@easemytrip.com</a>
7	<b>Telephone</b>	011-43131313, 43030303
8	<b>Website</b>	<a href="http://www.easemytrip.com">www.easemytrip.com</a>
9	<b>Financial year for which reporting is being done</b>	FY 2023-24
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE and National Stock Exchange
11	<b>Paid-up Capital</b>	₹ 1,77,20,40,618
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Mrs Priyanka Tiwari, Group Company Secretary and Chief Compliance Officer Email Id: <a href="mailto:emt.secretarial@easemytrip.com">emt.secretarial@easemytrip.com</a> Telephone: 011-43131313
13	<b>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):</b>	The disclosures are being made on a standalone basis.
14	<b>Name of assurance provider</b>	Not Applicable
15	<b>Type of assurance obtained</b>	Not Applicable

### II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Support service to Organizations	The Company is engaged in providing travel agency services and tour operators.	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Tour & Travel and related services	7911 79110	100%

### 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	0	5	5
International	0	7	7

**19. Markets served by the entity:**

**a. Number of locations**

Locations	Value (in numbers)
National (No. of States)	Easy Trip Planners Limited serves customers in national and international locations.
International (No. of Countries)	

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

0.93%

**c. A brief on types of customers:**

EaseMyTrip holds a significant position as one of India's largest online travel platforms, focusing particularly on air ticket bookings. Operating in the Travel and Tourism Industry, the Company places a strong emphasis on providing services. Its customer base is diverse, encompassing both corporate clients, including reputed corporates, and the general public. Additionally, the Company engages with travel agents as part of its business-to-business offerings. Leveraging its technology platform, EaseMyTrip ensures that its services are accessible to customers worldwide. This underscores the Company's dedication to delivering practical and efficient travel solutions on a global scale.

**IV. Employees**

**20. Details as at the end of Financial Year (FY 2023-24):**

**a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	828	586	70.77%	242	29.23%
2.	Other than Permanent (E)			Nil		
3.	Total employees (D + E)	828	586	70.77%	242	29.23%
<b>WORKERS</b>						
4.	Permanent (F)	The Company does not have any workers working in its offices.				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

**b. Differently abled Employees and workers (FY 2023-24):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	1	1	100.00%	0	0
2.	Other than Permanent (E)			Nil		
3.	Total differently abled employees (D + E)	1	1	100.00%	0	0
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	The Company does not have any differently abled workers working in its offices.				
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

## 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel*	2	1	50%

\* Please note that here KMP includes CS and CFO whereas WTD and MD are already included in Board of Directors

## 22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023-24			FY 2022-23			FY 2021-22		
	(Turnover rate in current FY) (%)			(Turnover rate in previous FY) (%)			(Turnover rate in the year prior to the previous FY) (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	49.32%	58.26%	51.93%	42.29%	62.87%	47.81%	63.35%	81.41%	68.90%
Permanent Workers	Not Applicable								

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

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

S. 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	EaseMyTrip Middleeast DMCC	Subsidiary	100	No
2	EaseMyTrip SG Pte. Ltd	Subsidiary	100	No
3	EaseMyTrip UK Limited	Subsidiary	100	No
4	EaseMyTrip USA Inc. (USA)	Subsidiary	100	No
5	EaseMyTrip Thai Co. Ltd.	Subsidiary	100	No
6	EaseMyTrip NZ Ltd.	Subsidiary	100	No
7	EaseMyTrip Philippines Inc.	Subsidiary	100	No
8	EaseMyTrip Foundation	Subsidiary	100	No
9	Yolobus Private Limited	Subsidiary	100	No
10	Spree Hotels and Real Estate Private Limited	Subsidiary	100	No
11	Nutana Aviation Capital IFSC Private Limited	Subsidiary	75	No
12	Glegoo Innovations Private Limited	Subsidiary	55	No
13	Dook Travels Private Limited	Subsidiary	51	No
14	Tripshope Travel Technology Private Limited	Subsidiary	51	No
15	Guideline Travels Holidays India Private Limited	Subsidiary	51	No
16.	EaseMyTrip Insurance Broker Private Limited	Subsidiary	60	No

## VI. CSR Details

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

ii. Turnover (in ₹) (FY 2023-24): ₹ 4,815.25 Million

iii. Net worth (in ₹) (FY 2023-24): ₹ 6,379.09 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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No			The Company	Nil		The Company
Investors (other than shareholders)	Yes <a href="https://www.easemytrip.com/investor-relations.html">https://www.easemytrip.com/investor-relations.html</a>	25	-	follows a system of timely feedback and response through formal and informal channels of communication to ensure that the stakeholders' information remains current and updated.	109	-	follows a system of timely feedback and response through formal and informal channels of communication to ensure that the stakeholders' information remains current and updated.
Shareholders	Yes <a href="https://www.easemytrip.com/investor-relations.html">https://www.easemytrip.com/investor-relations.html</a>	-	-		-	-	
Employees and workers	Yes <a href="https://www.easemytrip.com/investor-pdf/WHISTLE-BLOWER-POLICY_1.pdf">https://www.easemytrip.com/investor-pdf/WHISTLE-BLOWER-POLICY_1.pdf</a>	-	-		Nil		
Customers	Yes <a href="https://www.easemytrip.com/investor-pdf/WHISTLE-BLOWER-POLICY_1.pdf">https://www.easemytrip.com/investor-pdf/WHISTLE-BLOWER-POLICY_1.pdf</a>	26,356	-		10,794	-	
Value Chain Partners	Yes	-	-		-	-	

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

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

S. No.	Material identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
1	Data privacy and Security	Risk	The identification of data privacy and security risk stems from the need to protect sensitive customer information, comply with legal requirements, preserve the Company's reputation, ensure uninterrupted business operations, and safeguard valuable intellectual property.	EaseMyTrip addresses the risk through a multi-faceted approach. There is a comprehensive Risk Management policy and a dedicated Risk Management Committee to oversee data related matters. The company employs robust data protection measures, adheres to relevant regulations, and provides regular training to employees. EaseMyTrip has incident response protocols in place in the event of a breach.  These actions demonstrate their commitment to protecting customer data, ensuring compliance, and maintaining a secure environment.	Negative: A potential breach or mishandling of sensitive data could result in financial losses and reputational damage. Negative implications include the potential loss of sensitive data impacting the company's brand image and trust among stakeholders.  Additionally, unmanaged threats to corporate data can lead to financial and reputational damages.
2	Business Ethics and Governance	Risk	The risk of business ethics and integrity at EaseMyTrip arises from the need to protect reputation, build trust, ensure legal compliance, maintain employee morale, attract investors, and preserve customer loyalty. Upholding high ethical standards is crucial to avoid legal consequences, reputational damage, and negative stakeholder perception.	EaseMyTrip has implemented measures like the establishment of a Code of Conduct, conducting regular ethics training for employees, maintaining a Whistleblower Policy to encourage reporting of concerns, monitoring compliance through internal controls, ensuring transparent governance practices, and potentially collaborating with external organizations. These actions demonstrate the company's commitment to fostering an ethical culture, promoting accountability, and continuously improving its ethical framework.	Both Negative and Positive: The negative financial implications of ethical risks involve legal consequences, reputational damage, and decreased employee productivity.  However, the positive financial implications include enhanced stakeholder trust, investor confidence, and competitive advantage. By effectively managing and mitigating ethical risks, EaseMyTrip can minimize negative financial impacts and capitalize on the potential benefits associated with ethical business practices.

S. No.	Material identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
3	Human Capital Development	Opportunity	Well-being and job satisfaction of employees	-	Positive: Skilled employees can better adapt to emergent technologies.
4	Diversity and Inclusion	Opportunity	Supportive and positive work environment for the employees	-	Positive: Higher productivity leading to greater retention rate.
5	Community Care	Opportunity	Community care is identified as an opportunity for EaseMy Trip as it will help them develop good relations and rapport with their stakeholders, the wider community and promotes a positive brand image.	-	Positive: Brand value will increase. Negative: Increase in operational costs of the Company
6	Carbon emissions	Risk	Carbon emissions are identified as a risk for EaseMyTrip due to their environmental impact, the need to comply with stricter regulations, stakeholder expectations for environmental responsibility, and the importance of futureproofing the business.	EaseMyTrip has implemented initiatives such as focusing on energy efficiency measures, and raising awareness about environmental sustainability.	Negative: Compliance costs associated with stricter regulations and potential upfront expenses for adopting energy-efficient technologies. Positive: Cost savings through energy efficiency, a competitive advantage in attracting environmentally conscious customers, increased investor confidence, and long-term resilience.
7	Sustainable Operations and Infrastructure	Opportunity	Reduction in the impact on the environment leads to energy savings, related cost savings and improves the brand image of the company.	-	Positive: Reduction in annual water, waste, and emission intensities, hence leading to a reduction in annual costs of electricity and water consumption. Negative: Increase in Operational and capex costs for installing low carbon technologies
8	Travel Safety	Opportunity	Providing safety-related information is important and identified as opportunity for EaseMyTrip as it is a travel services-related industry and providing information on safety, protection and cleanliness is vital for it for the safety of its customers.	-	Positive: Increase in customer trust and less complaints on safety norms therefore leading to revenue growth.

S. No.	Material identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
9	Sustainable Travel	Opportunity	Sustainable travel is - identified as opportunity for EaseMyTrip because it will lead them on a path of having a positive impact on the environment.		Positive: Attract more environment conscious customers. Reduces negative impact on the environment.
10	Quality Customer Experience	Opportunity	Customer satisfaction - with the provided services.		Positive: Increase in customer base and improve performance and brand image.

## 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 Questions	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	N	Y	Y	Y	Y	N	Y	N
b. Has the policy been approved by the Board? (Yes/No)	Y	N	Y	Y	Y	Y	N	Y	N
c. Web Link of the Policies, if available	<a href="https://www.easemytrip.com/investor-relations.html">https://www.easemytrip.com/investor-relations.html</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	Y	N	Y	N
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Not Applicable								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is dedicated to cultivating a sustainable business model that generates enduring value for all stakeholders while minimizing our ecological footprint. Currently, we are actively formulating specific targets and constructing a comprehensive roadmap that will guide our efforts to accomplish this mission in the imminent future.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company is dedicated to cultivating a sustainable business model that generates enduring value for all stakeholders while minimizing our ecological footprint. Currently, we are actively formulating specific targets and constructing a comprehensive roadmap that will guide our efforts to accomplish this mission in the imminent future.								



### Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure):
- At EaseMyTrip, we are firmly convinced that our commitment to sustainability will propel us towards becoming a frontrunner in the realm of responsible business practices. As we embark on this transformative journey, we are resolute in our endeavor to construct a business model that stands on the pillars of transparency, ethics, and sustainability.
- To realize this vision, we have taken the proactive step of seamlessly integrating the key dimensions of Environment (E), Social (S), and Governance (G) into our operations. We are delighted to introduce our Business Responsibility and Sustainability Report for the fiscal year 2024, aligned with the NGRBC principles. This comprehensive report is presented as an independent annexure within our Annual Report, underlining our dedication to openness and accountability.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies):
- The Company Secretary is the highest authority responsible for the implementation of the BRSR policies. Details are given below:  
 Name: Ms. Priyanka Tiwari  
 Designation: Group Company Secretary and Chief Compliance Officer  
 Telephone Number: +91 9999235685
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.
- The Company is in process of assigning the responsibility of managing sustainability related issues to the CSR committee. The Board of Directors of the Company receive significant information related to the ESG parameters of the Company and also convene periodically to discuss matters pertaining to ESG.
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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The policies on business responsibilities are reviewed by the Board of Directors periodically and suitable follow-up actions are taken to ensure compliance. The Corporate Social Responsibility (CSR) Committee assists the Management to formulate, implement and review policies, and principles.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is fully compliant on all the statutory requirements relevant to the NGRBCs.																	
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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
	The policies have been devised in confirmation to respective regulations/national standards that come into effect from time to time. The policies are revisited on regular basis and are updated as and when there is any change in the norms.																	

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

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

The Company operates in the service industry providing Travel and Travel related services. The Company has formulated policies for each of the principles relevant for its operations and business.

### SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

#### 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 programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	Familiarization with SEBI Listing Obligations and Disclosure Obligations (LODR)	100%
Key Managerial Personnel	6	POSH; Harassment; Code of Conduct; Do’s and Don’ts; Human Resources Management System (HRMS) Training; Mindfulness; Health Awareness; Oral care; Hygiene.	80-85%
Employees other than BoD and KMPs	200	POSH; Harassment; Code of Conduct; Do’s and Don’ts; HRMS Training; Mindfulness; Health Awareness; Oral care; Hygiene.	80-85%
Workers		Not Applicable	

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):

<b>Monetary</b>					
	<b>NGRBC Principle</b>	<b>Name of the regulatory/ enforcement agencies/ judicial institutions</b>	<b>Amount (In ₹)</b>	<b>Brief of the Case</b>	<b>Has an appeal been preferred? (Yes/No)</b>
Penalty/ Fine					
Settlement			None		
Compounding fee					
<b>Non-Monetary</b>					
	<b>NGRBC Principle</b>	<b>Name of the regulatory/ enforcement agencies/ judicial institutions</b>	<b>Brief of the Case</b>	<b>Has an appeal been preferred? (Yes/No)</b>	
Imprisonment			None		
Punishment					

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.

<b>Case Details</b>	<b>Name of the regulatory/ enforcement agencies/ judicial institutions</b>
	Not applicable

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

Yes, the company has a Business Ethics and Integrity policy. This policy is applicable to all our employees of India and abroad. It also extends to all other stakeholders associated with the Company such as consultants, agents, distributors, independent contractors etc. <https://www.easemytrip.com/investor-relations.html>

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

	<b>FY 2023-24 (Current Financial Year)</b>	<b>FY 2022-23 (Previous Financial Year)</b>
Directors		There have been no cases involving disciplinary action taken by any law enforcement agency for the charges of bribery / corruption against directors / KMP / employees / workers
KMPs		
Employees		
Workers		

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

	<b>FY 2023-24 (Current Financial Year)</b>		<b>FY 2022-23 (Previous Financial Year)</b>	
	<b>Number</b>	<b>Remarks</b>	<b>Number</b>	<b>Remarks</b>
Number of complaints received in relation to issues of Conflict of Interest of the Directors				None
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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.

There were no issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables		Not Applicable*

\* Not applicable considering the operation and business nature of Company.

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales		Not Applicable*
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)		
	b. Sales (Sales to related parties / Total Sales)		
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	99.70%	99.90%
	d. Investments (Investments in related parties / Total Investments made)	69.96%	91.56%

\*Not applicable considering the operation and business nature of Company.

### Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
None	NA	NA

**Note:** Being a travel and tour operating company, our principal products and services are airline tickets, hotels and holiday packages, rail and bus tickets, taxi rentals and ancillary services such as travel insurance, visa processing and tickets for activities and attractions. Correspondingly, our supplier base is predominated by leading airlines, hotels and travel package dealers. Given the large interface of our suppliers with the customers from all backgrounds, they are legally required to adhere to stringent norms related to environment, health and safety and therefore, do not require dedicated awareness programs on sustainability issues to be provided to them by us. However, we engage with our suppliers regularly to foster collaborative partnerships on all issues impacting the travel and tourism industry and promote sustainable travel for our customers.

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.

Yes. The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals.

### PRINCIPLE 2: 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.

	Current Financial Year (FY 2023-24)	Previous Financial Year (FY 2022-23)	Details of improvements in Environmental and social impacts
R&D		Nil	The Company operates in the service industry and does not invest in research and development activities.
Capex		Nil	In our financial statements, CAPEX includes fit outs and equipment for our offices, computers, laptops, etc. We try to consciously choose environment-friendly technologies, including energy efficient air conditioning systems, LED lighting fixtures, sensor-based taps, energy-efficient laptops, among others.

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

The Company follows responsible procurement practices. The vendors are first assessed using a set of prequalification criteria before being chosen for the required business plans or services. Qualification criteria includes the responsibility of business towards the society and environment.

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

80-90%

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.

As the Company operates in a Travel and Tourism industry, the services provided by the Company do not generate any significant waste which requires recycling. The Company ensures that the waste generated across its offices is disposed as per the required and applicable norms.

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.

Not Applicable

#### 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?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
Nil					

**Note:** As a leader in the service industry, we recognize the distinct nature of our operations, and while a traditional Life Cycle Assessment (LCA) might not directly apply, we remain firmly committed to sustainability. By prioritizing sustainable partnerships, driving digital innovation, and encouraging responsible customer engagement, EaseMyTrip showcases its dedication to environmentally conscious practices. While a formal LCA may not be the immediate focus, EMT's proactive approach underscores its ongoing commitment to both its customers and environmental responsibility.

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.

Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable		

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).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
The company does not use input material that needs to be recycled or can be re-used.		

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:

	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste	The Company generates miniscule quantities of waste and disposes them off through authorised vendors.					
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable as the Company operates in the service industry.	

### PRINCIPLE 3: 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	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
<b>Permanent employees</b>											
Male	586	586	100%	586	100%	Nil	Nil	586	100%	Nil	Nil
Female	242	242	100%	242	100%	242	100%	Nil	Nil	Nil	Nil
<b>Total</b>	<b>828</b>	<b>828</b>	<b>100%</b>	<b>828</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>586</b>	<b>100%</b>	<b>Nil</b>	<b>Nil</b>
<b>Other than Permanent employees</b>											
Male											
Female											Not Applicable
<b>Total</b>											

**Note:** EaseMyTrip firmly believes in the growth and well-being of its employees, a large part of which entails taking care of their needs such as child-care. We are in process of providing daycare facilities to our employees in close proximity to our offices in India so that our employees can remain stress-free and productive at work.

- b. Details of measures for the well-being of workers since its for workers and not for employees and the company has no workers:

Not Applicable

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

	<b>FY 2023-24</b> <b>(Current Financial Year)</b>	<b>FY 2022-23</b> <b>(Previous Financial Year)</b>
Cost incurred on well-being measures as a % of total revenue of the company	0.33%	0.21%

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

Benefits	<b>FY 2023-24</b> <b>Current Financial Year</b>			<b>FY 2022-23</b> <b>Current Financial Year</b>		
	<b>No. of employees covered as a % of total employees</b>	<b>No. of workers covered as a % of total workers</b>	<b>Deducted and deposited with the authority (Y/N/N.A.)</b>	<b>No. of employees covered as a % of total employees</b>	<b>No. of workers covered as a % of total workers</b>	<b>Deducted and deposited with the authority (Y/N/N.A.)</b>
PF	68.96%		Yes	77.16%	Not Applicable	Yes
Gratuity	100%	Not Applicable	Yes	100%	Not Applicable	Yes
ESI	2.90%		Yes	14.21%	Not Applicable	Yes

3. Accessibility of workplaces

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

Yes, EaseMyTrip has framed an Equal Opportunity policy in compliance with the “Rights of Persons with Disabilities Act, 2016. We endeavour to ensure that we provide barrier-free accessibility to people with disabilities and that our physical infrastructure is disabled-friendly. The Company collaborates with service providers, facility managers or such other appropriate persons who manage company offices to ensure the applicability of accessibility standards as per the Act.

We also strive to procure only those technologies that are accessible to all and provide accessible documentation as far as possible.

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

Yes, the link for the policy can be accessed below:

[ETPL Equal Opportunity Policy](#)

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

Gender	<b>Permanent employees</b>		<b>Permanent workers</b>	
	<b>Return to work rate</b>	<b>Retention rate</b>	<b>Return to work rate</b>	<b>Retention rate</b>
Male	100%	100%		
Female	100%	100%	Not Applicable	
<b>Total</b>	<b>100%</b>	<b>100%</b>		



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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Grievances are redressed through regular interactions with the contract partners.
Permanent Employees	Grievances can be addressed verbally to the HR or in writing to <a href="mailto:hrsupport@easemytrip.com">hrsupport@easemytrip.com</a> or <a href="mailto:hr@easemytrip.com">hr@easemytrip.com</a> . Sexual harassment related issues can be reported at <a href="mailto:safeworkplace@easemytrip.com">safeworkplace@easemytrip.com</a> .
Other than Permanent Employees	<a href="mailto:hrsupport@easemytrip.com">hrsupport@easemytrip.com</a> or <a href="mailto:hr@easemytrip.com">hr@easemytrip.com</a> . Sexual harassment related issues can be reported at <a href="mailto:safeworkplace@easemytrip.com">safeworkplace@easemytrip.com</a> .

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

	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total						
Permanent Employees						
Male						
Female						
Total						
Permanent Workers						
Male						
Female						

The employees are not unionised into any labour or workers' Unions.

8. Details of training given to employees and workers:

Category	FY 2023-24				FY 2022-23			
	Total (A)	Current Financial Year		Total (D)	Previous Financial Year		Total (G)	
		On Health and safety measures	On Skill upgradation		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	The Company focuses on training and skill enhancement of its employees. The Company conducts in-house training for employees on health, safety and through skill building programmes and professional development programmes at all levels and across all functions. Going forward, we will focus on keeping records of the trainings provided and report the information accordingly.							
Female								
<b>Total</b>								
<b>Workers</b>								
Male								
Female	Not Applicable							
<b>Total</b>								

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	586	243	41.47%	551	336	60.98%
Female	242	80	33.06%	202	126	62.38%
<b>Total</b>	<b>828</b>	<b>323</b>	<b>39.01%</b>	<b>753</b>	<b>462</b>	<b>61.35%</b>
<b>Workers</b>						
Male						
Female						Not Applicable
<b>Total</b>						

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 such system?

The Company has implemented a Health and Safety Policy and Environmental Policy. According to the policy, the Company is committed to ensuring the health, safety, and well-being of its employees, visitors and protect the environment in which it operates.

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

The Company has developed a proactive and interdependent health and safety culture through systems procedures and practices. We provide adequate training and education to ensure that all our employees understand our safety expectations and the consequences of non-compliance. Through this approach we are able to identify and mitigate potential risks of health and safety of the employees and devise effective plans to address the same.

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

The Company does not have any workers working at its premises.

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

The Company does not provide non-occupational medical and healthcare services.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
Number of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

The Company has not witnessed any safety-related incidents in the current and the previous financial year.

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

The Company firmly upholds safety of its employees. To promote a culture of safety and well-being consciousness across the organization, we have implemented a robust Health and Safety Policy and Environmental Policy. The Human Resources team conducts safety related trainings periodically and ensures that all employees are adhering to safety guidelines while working at the premises.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions Health & Safety			The Company has not received any complaints on Working Conditions and Health & Safety during the current and the previous financial year.			

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices Working Conditions	The Company endeavours to provide safe and accessible workplace to all of its employees and takes adequate measures to ensure the safety of its workforce.

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.

The Company did not witness any safety-related incident during the reporting period which required a corrective action to be taken.

**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).

The Company does not extend any life insurance or any compensatory package in the event of death of Employees.

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

The Company's value chain partners are predominantly airlines, hotels and travel package dealers. Given the scale at which these companies operate, it is expected that they follow the norms of corporate governance and business responsibility and therefore, ensure that statutory dues have been deducted and deposited by them in a timely manner.

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:

	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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees Workers	No employees have suffered from any high consequence work related injury or ill-health or fatalities in the current and previous financial year.			

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)

The Company does not facilitate any such program at present.

5. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety practices	The Company's value chain partners are predominantly airlines, hotels and travel package dealers. Given the large interface of our value chain partners with diverse customers, they are legally required to follow strict norms on health, safety of their customers, employees and workers. We, therefore, do not conduct any external assessment of our value chain partners.
Working Conditions	

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.

No corrective actions were found to be necessary.

**PRINCIPLE 4: 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.

The Company has identified its internal and external stakeholders in a planned manner and carries out engagements with investors, employees, customers, suppliers, the government, regulatory authorities, trade unions and local community. The company has also formulated a Stakeholder Relationship Committee, which considers and resolves the grievances of its shareholders and other security holders.

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

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly/ others please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Customer	No	<ul style="list-style-type: none"> <li>Email</li> <li>Advertisement</li> <li>Website</li> <li>SMS</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing activities</li> </ul>	<ul style="list-style-type: none"> <li>Customer service feedback</li> <li>Service satisfaction ratings</li> <li>Service utilization guidance for customers</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Employee forums</li> <li>Leadership forums</li> <li>Workplace platforms</li> <li>Employee Surveys</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>On-need basis</li> </ul>	<ul style="list-style-type: none"> <li>Well-being</li> <li>Grievance redressal</li> <li>Growth opportunities</li> </ul>
Government and Regulatory bodies	No	<ul style="list-style-type: none"> <li>Policy intervention</li> <li>Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>On-need basis</li> </ul>	<ul style="list-style-type: none"> <li>Best practices</li> <li>Taxation</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Notice Boards</li> <li>• Website</li> <li>• General Meetings</li> <li>• Stock Exchanges</li> </ul>	<ul style="list-style-type: none"> <li>• On-need basis</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory compliance</li> <li>• Business strategy</li> <li>• Company's earnings</li> </ul>
Local Community	No	<ul style="list-style-type: none"> <li>• Community Meetings</li> <li>• Grievance redressal</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• On-need basis</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback</li> <li>• Grievances</li> <li>• Capacity Building</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.**

The management of the Company communicates with all of its stakeholders on a regular basis, including its shareholders, clients, consumers, suppliers, local communities, and employees. The Company is in process of assigning matters related to environment and social topics to the Corporate Social Responsibility (CSR) Committee. The Risk Management Committee along with other Board-level committees consult with the stakeholders on economic issues impacting the Company.

2. **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.**

Yes, stakeholder consultation was an integral part of the materiality assessment process which enabled EaseMyTrip to identify its material issues across environment, social and governance domain. As a result of this engagement, EaseMyTrip is in process of building training programs for its employees on environmental issues such as energy and water conservation, biodiversity conservation and social issues such as protection of human rights at workplace.

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

The Company regularly engages with all of its stakeholders, including vulnerable/ marginalised stakeholder groups, to understand their needs and concerns. EMT Foundation implements many initiatives focused on education, skilling, health, and well-being of the communities including the vulnerable/ marginalised stakeholder groups. The Foundation ensures that concerns of community members impacted by the projects are heard and resolved as far as possible.

## PRINCIPLE 5: 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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / % (B / A) workers covered (B)		Total (C)	No. of employees / % (D / C) workers covered (B)	
	<b>Employees</b>					
Permanent	The Company has not conducted any specific trainings on human rights issues. However, the					
Other than permanent	Company provides training on POSH and anti-discrimination to all of its employees during					
Total Employees	induction. The Company has a Human Rights policy in place for safeguarding the human rights of its employees.					
<b>Workers</b>						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

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

Category	Current FY (2023-24)				Previous FY (2022-23)					
	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>										
Permanent										
Male	-	-	586	100%	586	-	-	551	100%	
Female	-	-	242	100%	242	-	-	202	100%	
Other than Permanent										
Male	Not Applicable									
Female										
<b>Workers</b>										
Permanent										
Male										
Female										
Other than Permanent	Not Applicable									
Male										
Female										

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary (average)/ wages of respective category (in ₹ Mn.)	Number	Median remuneration/ salary (average)/ wages of respective category (in ₹ Mn.)
Board of Directors (BoD)	3	9.60	0	0
Key Managerial Personnel	1	5.02	1	2.52
Employees other than BoD and KMP	582	0.38	241	0.26
Workers			Nil	

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	18.88%	17.31%

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

Yes, the Company's Human Resources division is responsible for addressing human rights related impacts and issues in our organisation.

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

As per our Human Rights Policy, the employees can report incident or complaints of discrimination and/or harassment verbally to HR or in writing to [hrsupport@easemytrip.com](mailto:hrsupport@easemytrip.com) or [hr@easemytrip.com](mailto:hr@easemytrip.com).

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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						
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

	<b>FY 2023-24 (Current Financial Year)</b>	<b>FY 2022-23 (Previous Financial Year)</b>
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

The Company's POSH (Prevention of Sexual Harassment at workplace) policy allows the complainant to raise any concerns related to discrimination and harassment without the fear of adverse consequences or unfair treatment. In terms of the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 ("Act") and rules made there under, the Company has constituted Internal Complaints Committees (ICC) to redress complaints received regarding Sexual Harassment at its offices.

Additionally, EaseMyTrip's Code of Conduct covers the guidelines on human rights and forbids discrimination or harassment based on an individual's race, colour, religion, gender, age, national origin etc. It is applicable to all of its Subsidiary Companies. Employees and stakeholders have been provided many avenues to speak up fearlessly and to report any violations of the Code, or to share their concerns confidentially through various modes as per the Code.

**9. Do human rights requirements form part of your business agreements and contracts?**

The Company has developed a Human Rights policy which covers employees as well as contractors, clients and others.

**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	The Company is in compliance with all applicable laws and regulations regarding child labour, forced/ involuntary labour, sexual harassment, discrimination at workplace and wages. Internal assessments are carried out periodically.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

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

Based on the internal assessments carried out by EaseMyTrip of its workplaces periodically, no significant corrective actions were found to be necessary.

**Leadership Indicators**

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

The Company has not modified/ introduced any business processes as no human rights grievances were received in the reporting period.

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

The Company takes concrete measures to safeguard the human rights of its employees. Human Rights due diligence has not been undertaken as of now, but we are planning for the same in the future.



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?

Yes, according to its Equal Opportunity Policy, the Company strives to ensure that all our facilities, technologies, information, and privileges are accessible to people with disabilities and transgender people.

4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	The Company's supplier base is dominated by airlines, hotels and travel package dealers, which have large interface with customers from all backgrounds. Given the stringent norms to be followed by them on safeguarding human rights at workplace, the Company does not consider it necessary to conduct assessment of its major value chain partners on such issues and expects them to adopt responsible business principles and comply with all applicable laws and regulations.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

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

Not Applicable

**PRINCIPLE 6: 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:

<b>Parameter</b>	<b>FY 2023-24 (Current Financial Year)</b>	<b>FY 2022-23 (Previous Financial Year)</b>
<b>From renewable sources</b>		
Total electricity consumption (A) (GJ)		
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	1,561.39	1,366.54
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1,561.39</b>	<b>1,366.54</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>1,561.39</b>	<b>1,366.54</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	0.0000003243	0.0000003179
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	0.000007264	0.000007121
<b>Energy intensity in terms of physical output</b>	-	-
<b>Energy intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

**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.

The data is not independently assured at present, however, there are plans to do it in the future.

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.

Not Applicable

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	14,219	12,364
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater harvesting)	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>14,219</b>	<b>12,364</b>
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)</b>	-	-
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	-	-
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

**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.

The data is not independently assured at present, however, there are plans to do it in the future.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<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 To Seawater	-	-
– No treatment	-	-
– With treatment – please specify level of treatment	-	-

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
iv Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
v Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

**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: No

Note : The Company is committed to conduct its business in a sustainable manner. However, being a facilitator of Travel & Tourism industry, the Company through its operations has minimal impact on the environment via water discharge (Language can be reframed)

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

EaseMyTrip works in the service industry and hence the only liquid discharge is the domestic water discharge from our offices. Therefore, implementation for Zero Liquid Discharge mechanism is not necessary.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx			
SOx			
Particulate Matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

The Company being into service industry, occupies office spaces only. Therefore, there are no significant air emissions.

**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.

The data is not independently assured at present, however, there are plans to do it in the future.

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

Parameter	Unit	FY 2024	FY 2023
Total Scope 1 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	-	-
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	306.17 tCO <sub>2</sub> e	269.51 tCO <sub>2</sub> e
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	0.000000636	0.000000627
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent	0.000001424	0.000001405

Parameter	Unit	FY 2024	FY 2023
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

**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.

The data is not independently assured at present.

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

Yes, the Company supports the Go Green initiative of the Ministry of Corporate Affairs which involves use of electronic mode of communication of the Annual Reports and other documents to the shareholders, and also maintains most of the records in digital mode/electronic, reducing the usage of paper.

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

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
<b>Total (A+B + C + D + E + F + G + H)</b>	-	-
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	-	-
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	-	-
<b>Waste intensity in terms of physical output</b>	-	-
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		Not applicable
<b>Total</b>		

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration		
(ii) Landfilling		Not applicable
(iii) Other disposal operations		
Total		

**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.

The data is not independently assured at present, however, there are plans to do it in the future.

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.

The Company is into Travel & Tourism related services and does not generate any hazardous waste that impacts the environment. Though the Company's IT assets disposal is as per the e-waste guidelines by CPCB authorized vendor.

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

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	The Company offices are not located in ecologically sensitive areas		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public Domain (Yes / No)	Relevant Web link
Not Applicable since EaseMyTrip only has office spaces.					

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:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
The Health Safety and Environment policy of the Company is committed to ensuring environmental protection. The Company is in compliance with all environmental laws applicable to it.				

## Leadership Indicators

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

The offices are not located in water stress areas hence, it is not applicable.

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		Not Applicable
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water		
– No treatment		
– With treatment – please specify level of treatment		
(ii) Into Groundwater		
– No treatment		
– With treatment – please specify level of treatment		
(iii) Into Seawater		
– No treatment		
– With treatment – please specify level of treatment		Not Applicable
(iv) Sent to third-parties		
– No treatment		
– With treatment – please specify level of treatment		
(v) Others		
– No treatment		
– With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

**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.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The Company is into Travel & Travel Related services and therefore, has a large number of suppliers ranging from airlines, hotels, travel package dealers, car rentals services, visa application services, among others. Given the diverse set of suppliers and the uncertainties and complexities in sourcing activity data from each of the suppliers, the Scope 3 emissions	
Total Scope 3 emissions per rupee of turnover	-	have not been estimated by the Company as yet. However, we are building our inhouse capability to estimate emissions from the Scope 3 categories most relevant to our Company and shall disclose the same once we have estimated the same.	
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-		

**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.

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.

Not Applicable

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:

Not applicable

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

The Company has a Risk Management Committee and a Risk Management Policy. The Risk Management Committee shall provide oversight and will report to the Board of Directors who will provide, in addition to identifying any other risks, necessary guidance and the ways and means to mitigate the risks, reduce the impact of risks, cover the possible losses to recover from Insurance and provide alternate effective ways for continuity of services.

The link for the policy can be accessed here: [EMT Risk Management Policy](#)

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.

EaseMyTrip is an online platform providing services such as airline and rail ticket bookings, hotel and travel package services, car rentals, visa application services and travel insurance among others. Based on the range of services provided by us, we have suppliers such as Travel Service providers, Technology providers, Payment processors, Marketing and Advertising partners, Travel Insurance providers, Visa application processors etc. Given that our suppliers are predominantly airlines, hotels and tour operators with large interface with customers from all backgrounds, our suppliers are legally required to follow stringent norms on environment, health and safety so as to ensure that no significant impact to environment occurs as a result of their operations.

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

0%

Given that our suppliers are predominantly airlines, hotels and tour operators with large interface with customers from all backgrounds, our suppliers are legally required to follow stringent norms on environment, health and safety, we have not conducted any assessment of our suppliers for environmental impacts.

**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.  
Two (2)
- 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	Travel Agent Federation of India	National
2	International Air Transport Association	International

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

No complaints/orders pertaining to anti-competitive behaviour have been filed against the Company.

Name of authority	Brief of the case	Corrective action taken
	Nil	

**Leadership Indicators**

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web Link, if available
Not applicable					

**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.

The Company has not undertaken any Social Impact Assessment (SIA) of any project during the current fiscal year.

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

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

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



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

The Company undertakes its CSR activities through the Easemytrip Foundation. The Foundation implements all CSR projects and interacts with the intended beneficiaries of the CSR project to receive and suitably redress their grievances, if any.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	2.74%	2.24%
Directly from within India	97.50%	96.48%

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	-	-
Semi-Urban	-	-
Urban	69.11%	40.98%
Metropolitan	30.89%	59.02%

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

**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 ₹)
The EaseMyTrip Foundation undertakes all CSR projects. Currently, none of the CSR projects are in any of the aspirational districts of India.			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

Not applicable

(b) From which marginalised / vulnerable groups do you procure?

Not applicable

(c) What percentage of total procurement (by value) does it constitute?

0%

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 benefit 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 the 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	Delhi Municipal Corporation	Large section	unquantifiable
2	Archaeological Survey of India	Large section	unquantifiable
3	Ambulances for animal welfare	Large section	unquantifiable
4	Bari Panchayat Vaish Besa Agarwal Trust and Ghaziabad	Large section	unquantifiable

Please refer Annexure E of Board Report for detailed information.

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

### Essential Indicators

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

The Company receives customer complaints through media such as calls, e-mails, chats and social media handles. The Company proactively redresses all customer complaints and closes them in a timely manner.

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	The Company is in travel and tourism industry and takes adequate measures to promote sustainable travel for all its customers. The Company provides services which include airline and railway ticket bookings, hotel stays and tour packages, travel insurance, car rentals and visa application services, among other ancillary services. All the services are sourced from suppliers which predominantly are the airlines, hotels and travel package dealers, which have a large interface with customers from diverse background and are required to follow stringent norms on environment, health and safety. Therefore, we expect our suppliers to convey the information pertaining to the environmental and social parameters of such services to the customers.
Safe and responsible usage	
Recycling and safe disposal	

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	1	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	26,356	0	-	10,794	0	-

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

	Number	Reasons for recall
Voluntary recalls		The Company operates in the Travel and Tourism Industry and is mainly service oriented.
Forced recalls		Hence, 'product recalls on safety issues' are not applicable to it.

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 Data Protection Policy that covers cyber security and risks related to data privacy for the Company. <https://www.easemytrip.com/investor-relations.html>

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

The Company did not witness issues pertaining to advertising, cybersecurity and data privacy of customers during the reporting period. The Company does not provide any 'essential services' to its customers.

7. Provide the following information relating to data breaches: None

- 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

**Leadership Indicators**

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

The information on the Company's services can be accessed from its website. The link for the same can be accessed here: [EaseMyTrip.com](https://www.easemytrip.com)

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

EaseMyTrip operates in the travel and tourism industry and is purely service oriented. The Company provides manuals and brochures in relation to the various packages and services offered. However, we do believe that customers need to be made aware of responsible usage of our services though we don't have a formal mechanism to educate our customers on this issue.

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

Not Applicable, since the Company does not provide any 'essential services' to its customers.

**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)**

In relation to the numerous packages and services it offers, the company publishes manuals and brochures. There are no legally mandatory requirements to imprint the product information for the Company's products.

Yes, the Company carries out surveys with regard to consumer satisfaction relating to the major products/ services of the entity.