

Catalysing Change

Towards a Sustainable
Future for Tourism



Catalysing Change: Towards a Sustainable Future for Tourism

At MakeMyTrip Limited, we are committed to driving positive change across all facets of our business. Our theme, "Catalysing Change: People, Partner, Planet" underscores our dedication to fostering sustainable practices and impactful initiatives that resonate with our values and goals.

With dedicated and focussed efforts, we are deeply committed to creating positive and impactful change that benefits our people, partners and the planet. Across all aspects of our business, we are actively engaged in initiatives ranging from pioneering people

practices to enriching the traveler experience to strong partnerships promoting sustainability. In addition to this, through the work of our social development arm, the MakeMyTrip Foundation, we have made progress in climate action and community empowerment projects, showcasing our steadfast dedication to advancing social and environmental well-being.

We are sincerely dedicated to sustainable progress, as seen in our efforts to decrease our carbon footprint, promoting eco-friendly travel and uplift local communities.

By weaving these principles into our everyday operations, we aspire to catalyze a ripple of positive change that reaches far beyond our organisation.

Hence, catalysing change is not just a theme for us; it is a core principle that guides our mission to create a sustainable and equitable future for all.

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Contribution to UN SDGs

We aim to contribute to the United Nations Sustainable Development Goals (UN SDGs). Throughout the report, you will find our sustainability efforts mapped to the UN SDGs.

Approach to Reporting

MakeMyTrip Limited (MMYT) is pleased to present its first Sustainability Report for April 1, 2023 to March 31, 2024. MakeMyTrip Limited commits to transparent and timely disclosure of its sustainability-related performance. This report presents our sustainability approach, efforts, achievements and vision in alignment with international reporting standards.

Scope and Boundary

This sustainability report presents the sustainability performance of the wholly-owned subsidiaries of MakeMyTrip Limited (MMYT), referred to as "MMT," "MakeMyTrip," "We," "The Company," "Our," and "MakeMyTrip Group" with operational control (India operations). This includes the following entities:

- MakeMyTrip India Private Limited
- redBus India Private Limited
- Bitla Software Private Limited
- Quest2Travel.com India Private Limited
- TripMoney Fintech Solutions Private Limited

MakeMyTrip India Private Limited and redBus India Private Limited are our largest entities and cover over 89% of revenue in FY 2023-24.

Reporting Frameworks and Standards

This report has been prepared with reference to the GRI Universal Standards 2021. Additionally, we identify the alignment of certain GRI standards with those of the Sustainability Accounting Standards Board (SASB).

Assurance

For the reporting year 2023-24, the authenticity of select non-financial sustainability disclosures in this Report has been assured by BDO India LLP, an independent third-party assurance provider. The assurance has been provided as per the International Standard for Assurance Engagements (ISAE) 3000; criteria of 'limited' assurance has been applied.

Feedback

Your feedback, inquiries and suggestions are welcome, as they will help enhance our sustainability reporting in the future. You may write to us at sustainability@makemytrip.com



Message from Founder & Chairman



As the world shrinks and our connections multiply, travel takes on a new significance. At MakeMyTrip, we believe travel is not just about reaching new destinations, but about exploring them with respect for the habitat and its people. Keeping in mind our obligation as a travel industry leader, we are happy to present our first Sustainability report – a compass guiding our journey towards a more responsible future of travel.

We are driven by a sense of purpose that's beyond simply connecting people to places. It is symbolic of our commitment towards sustainable practices and leaving a positive footprint on our planet. As a key player in the travel industry, we understand our ability and responsibility towards transforming the way we travel. Through our diverse business lines, services and offerings, we strive to empower

destinations, fostering tourism that benefits local communities, preserves cultural heritage and protects the natural environment. By integrating sustainable practices into every aspect of our business, we aim to drive meaningful change. Our strong governance framework therefore, ensures that sustainability is driven from the very top and treated pre-eminently for a lasting impact.

This report is our commitment to be accountable and an invitation to join us on this incredible adventure. Together, let's navigate a path towards a sustainable future of travel, one destination and one positive impact at a time.

Regards
Founder & Chairman
DEEP KALRA

Message from Co-Founder and Group-CEO



The travel industry has an extraordinary ability to transform how we experience the planet. By working together, we can create a future where travel is a force for good. A future that enriches lives, fosters understanding and protects our planet for generations to come. This report is a blueprint for our journey towards a sustainable future, not just of travel but for our company too.

At MakeMyTrip, we are actively seeking ways to reduce our environmental impact, supporting initiatives that combat climate change and safeguard precious ecosystems. But sustainability goes beyond just the environment. Besides, we also believe in promoting responsible tourism practices that benefit local communities. This means fostering cultural understanding, supporting local economies and preserving cultural heritage. By traveling responsibly, we can ensure that the unique traditions and stories of

the places we explore are passed on to future generations.

Our commitment also extends to our internal environment as well. We foster a diverse, equitable and inclusive workplace where employees feel valued and empowered with proactive and well-thought through initiatives. Additionally, you will find how deeply we value data privacy and cybersecurity, ensuring the information entrusted to us is protected upholding the laws that each of our geographies dictate.

With our first Sustainability report, we are making a humble beginning to report our initiatives in this important area, we will always be in lookout for more suggestions for improvements in the future.

Regards

Co-Founder and Group-CEO

RAJESH MAGOW

Sustainability Highlights

At MakeMyTrip, we are cognizant of the travel industry's impact on our planet and communities. We are committed to cultivating a travel ecosystem that flourishes in harmony with the environment and empowers local communities. We aim to minimise our operational carbon footprint and actively support initiatives that combat climate change and safeguard ecosystems. From promoting responsible tourism practices that benefit local communities to preserving cultural heritage, at the heart of all our efforts is an understanding that achieving true sustainability requires continuous improvement and collaboration. Therefore, our commitment lies in working with industry partners and travellers to create a lasting positive impact.



* Data for all entities as covered in the report boundary.

** Data for MakeMyTrip India Private Limited and redBus India Private Limited

Environment



2533.21 tCO₂e*
GHG emissions (Scope 1 & 2)

13171.32 GJ*
energy consumption

Member of Global Sustainable Tourism Council

To promote sustainable tourism & empower travellers with responsible choices.

MMT has been recognized as **Future Ready Organisation** by Economic Times



Social



MMT was awarded **Avtar – The Power of Diversity** – 100 Best Companies for Women: 2024

23.8%*
Women in the workforce across MakeMyTrip Group

3881*
Total Workforce

8.7 hours**
Average Training Hours per Employee in FY 2023-24

1.7 million+
Saplings Planted through support extended to NGOs since 2009 with 8,000 MT estimated annual carbon sequestration potential

Governance



30%
Independent Directors

30%
Women on Board



Zero
material breaches customer privacy or data loss in the past 2 years.

GDPR Compliant & ISO 27001 Certified



Awards & Recognition



The Economic Times
- Future Ready Organization



Avtar – The Power of Diversity
- 100 Best Companies for Women



The Economic Times Travel & Tourism Annual Award
- Excellence in use of PR



The Indian Social Impact Awards 2024
- Best Disaster Relief Initiative of the Year



ET Kaleido Awards 2023
- Campaign in Corporate Social Responsibility



MICE Travel Agency of the year
- Domestic Travel (ET MICE & Wedding Awards)



Brand Equity Trendies Awards' 24
(Travel Industry category)



Afaqs Digies 2024
- Best Microsite, Best Use of Technology, Best Innovation In Digital



9th Dalmia Bharat CSRBOX CSR Impact Awards 2023

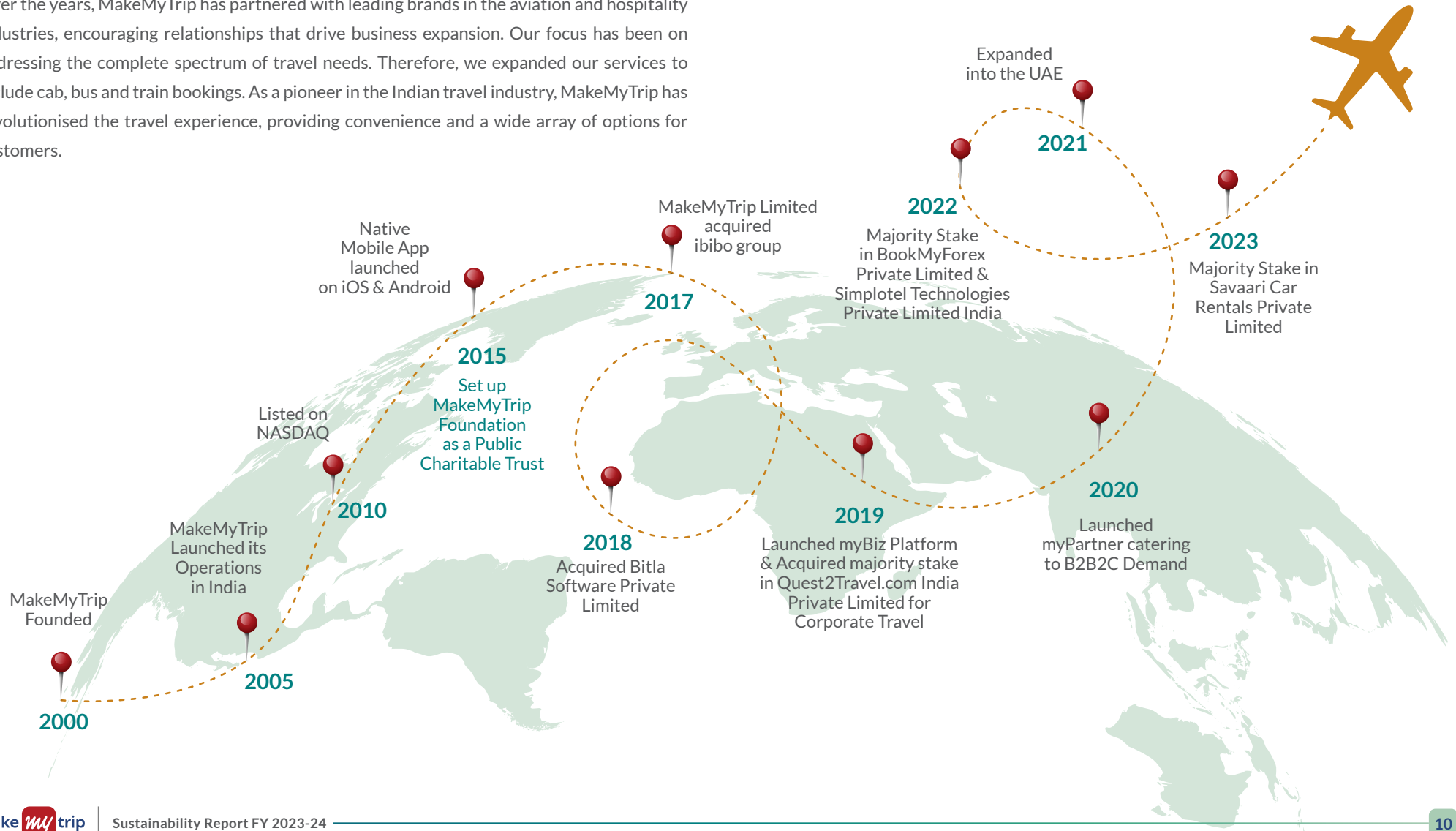


India's Premier Travel Service Provider

MakeMyTrip Limited (NASDAQ: MMYT), founded in 2000 by Deep Kalra, is India's premier travel company. It quickly became known for its exceptional value, reliable technology and 24/7 customer service. Building on this foundation of trust and transparency, the company launched its India operations in 2005, solidifying its position as a customer-centric brand dedicated to providing seamless travel experiences.

MakeMyTrip's Growth Story

Over the years, MakeMyTrip has partnered with leading brands in the aviation and hospitality industries, encouraging relationships that drive business expansion. Our focus has been on addressing the complete spectrum of travel needs. Therefore, we expanded our services to include cab, bus and train bookings. As a pioneer in the Indian travel industry, MakeMyTrip has revolutionised the travel experience, providing convenience and a wide array of options for customers.



Our Core Values



Our Portfolio

Brands



72 million+
Lifetime transacted customers
As of March 31, 2024



509 million+
App Downloads
As of March 31, 2024



338 million+
shoppers visits
(these are not unique visits across brands and devices)
As of March 31, 2024

Key Platforms and services

• Consumer-facing platforms



• Ancillary services



• Non B2C platforms



3 out of 10
domestic flyers book with MakeMyTrip



31 million+
Hotel Room Nights Sold in FY24



86 million+
Bus tickets sold in FY24



1800+
Cities Covered via Hotels in India*
*Data is for MakeMyTrip India Private Limited



5000+
bus operators worldwide*
*Data is for MakeMyTrip Limited



Hosting more than **50%** of inventory in India's bus market

make my trip

MakeMyTrip is a one-stop travel shop platform that is transforming how Indians travel. Powered by technology, we help India go places with our wide array of products and services, catering to the needs of all Indian travellers, both domestic and international outbound. From cabs, buses, trains and flights to hotels, homestays, holiday packages and more, we cater to the ever-evolving needs of travellers across the spectrum.

goibibo

goibibo is a comprehensive travel booking platform offering a wide range of services, including flight tickets, hotel reservations, bus bookings, train tickets and holiday packages. Renowned for its user-friendly interface and extensive options, goibibo aims to provide a seamless travel planning experience. In 2017, MakeMyTrip Limited acquired the ibibo group, known for its app-driven, budget-friendly bookings, solidifying our position as India's leading online travel platform.

redBus

redBus is the leading online platform for booking bus tickets. It allows users to search for and book bus tickets across various routes. With a vast network of bus operators and routes, redBus provides a

reliable intercity and interstate travel solutions. The platform offers an easy-to-use interface, making it accessible for travellers to plan their journeys with just a few clicks.



Memberships & Partnerships



Global Sustainable Tourism Council



AI-Powered travel booking



Streamlining corporate travel



Responsible Tourism Society of India

Global Presence

Over its two-decade journey, MakeMyTrip Group has established a global presence, extending its operations across multiple regions. We operate in India, Singapore, Malaysia, Thailand, Indonesia and Vietnam in Asia. Our reach also extends to Columbia and Peru. Additionally, MakeMyTrip Group has a strong foothold in the Middle East, particularly in the UAE. With our multinational presence, we pioneer building sustainable travel ecosystems and innovate new pathways in travel experiences.



Economic Performance

Our strategy to serve millions of our customers and first-time travellers through a comprehensive portfolio of travel and ancillary products with personalised experiences is yielding results. It has helped us deliver strong growth in FY 2023-24. We are pleased that we have bounced back stronger from the COVID-19 pandemic by posting our best-ever financial performance during FY 2023-24 regarding Gross Bookings, Revenue and Profit.

In FY 2023-24, we achieved our best-ever financial performance, significantly surpassing pre-pandemic levels. Our revenue reached USD 782.5 million, up from USD 593.0 million in FY 2022-23, achieving a significant 32% YoY growth. This year, MakeMyTrip witnessed its highest-ever annual gross bookings, totalling USD 7,954.4 million. This robust growth was underpinned by substantial increases across all segments.



USD
782.5
Million
Revenue

32%
YoY Growth

USD
7,954.4
Million
Annual Gross
Bookings

USD
124.2
Million
Adjusted Operating
Profit

Economic performance in FY 2023-24*

Parameters (All figures in USD thousands)

March 2024

March 2023

Direct economic value generated in the reporting year (A)

Revenues from Operations	782,524	593,036
Income from Other Sources	770	2,798
Total	783,294	595,834

Economic value distributed (B)

Employee wages and benefits	147,587	131,968
Operating Expenses excluding employee wages and benefits	570,493	440,262
Non-Operating Expenses (Income)	(27,724)	35,748
Total	690,356	607,978

Economic value retained (A-B)

Profit Before Tax (PBT)	92,938	(12,144)
Income Tax Benefit	123,800	1,000
Profit After Tax (PAT)	216,743	(11,168)

*As per International Financial Reporting Standards (IFRS)

For further details please refer to quarterly and annual result filing available on the investor relations page of MakeMyTrip website. <https://investors.makemytrip.com/investors/results>

Sustainability Strategy



Our Commitment to a Greener Future

At MakeMyTrip, we recognise our unique role as India's leading travel service provider in embedding sustainability into how people travel. Sustainable practices are crucial for our planet's well-being and future generations' prosperity. The aspiration to minimise our environmental footprint, promote social equity and innovate in sustainable travel drives our sustainability endeavours. We are committed to fostering responsibility and awareness among our employees, partners and customers, encouraging sustainable behaviours and choices. By investing in sustainable travel products and services, we aim to lead by example, inspiring positive change in the travel industry towards a healthier, more sustainable world. Dedicated to integrating sustainability across all our operations, we strive to ensure that our growth positively impacts the environment and society.

Sustainability Governance: Our Framework for Accountability

At the topmost level, our Board representative team is led by our Founder and Chairman, who offers visionary leadership and strategic guidance to our sustainability initiatives. At the management level, this team is supported by our Co-founder and Group Chief Executive Officer (Group CEO), Group Chief Financial Officer (Group CFO) and Group Chief Human Resources Officer (Group CHRO), who are responsible for managing our sustainability initiatives and monitoring performance against set targets. Together, they ensure our strategy aligns with our values and long-term goals, incorporating industry best practices and regulatory requirements.

At the operational level, we have established a dedicated core working group. This group is responsible for the hands-on implementation of our sustainability strategy and initiatives. This team operationalises our vision by adopting industry best practices, ensuring regulatory compliance and managing ongoing sustainability projects. We execute tangible projects such as waste reduction programmes, energy efficiency initiatives and community engagement efforts, ensuring that our sustainability commitments are realised practically and positively. Our policies have considerations to drive Sustainability initiatives and practices. Through these policies, MMT integrates sustainability principles into its operational frameworks, ensuring every aspect of our business aligns with our commitment to sustainable tourism and community engagement.

Sustainability Approach

This year, we undertook a comprehensive revamp of our sustainability governance approach. We are defining a sustainability vision, policy and framework to focus on combating climate change while promoting sustainable tourism, prioritise developing people through digital skilling and enhancing diversity and inclusion. We are working towards creating a detailed sustainability strategy and guiding document to create a positive impact on the society by improving upon our material topics.



Stakeholder Engagement

Stakeholder engagement lies at the heart of our commitment to responsible business conduct. At MakeMyTrip, we focus on creating long-term value for all our stakeholders, which is ingrained in the organisational culture. Our stakeholders' input plays a key role in defining our material issues and refining our sustainability strategy. Through proactive and continuous stakeholder engagement with our internal and external stakeholder groups, we aim to meet their expectations, balance business objectives with our sustainability commitment and achieve sustainable growth across our operational geographies.



MakeMyTrip utilises diverse channels to engage in ongoing dialogue and interaction on their specific concerns. These structured engagements ensure our stakeholder efforts are focused, comprehensive and aligned with their diverse needs and interests.

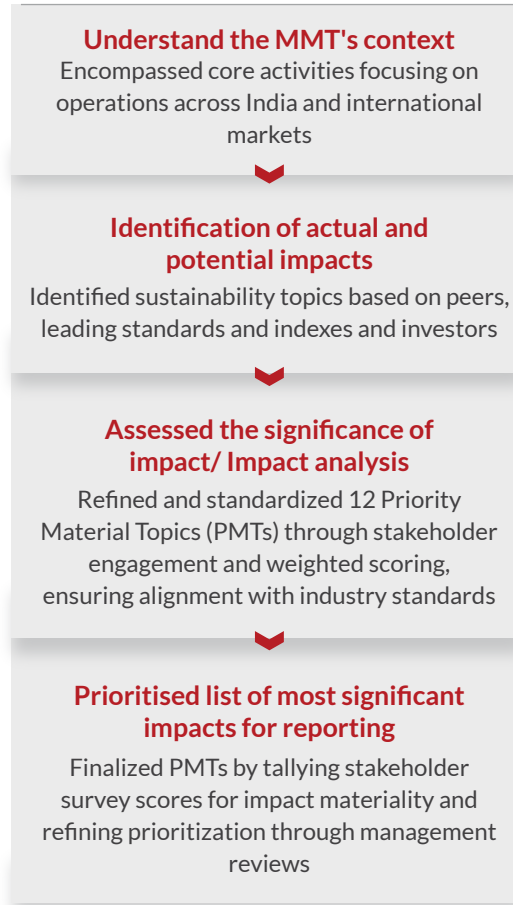
Identifying and Communicating with Stakeholders Regularly

Stakeholder	Key Interest	Frequency	Communication Channel	Stakeholder	Key Interest	Frequency	Communication Channel
Investors and Shareholders	<ul style="list-style-type: none"> • Economic Performance • Responsible Investment Practices • Transparency and Disclosure of Performance • Wealth Creation • Risk Management • Sustainability Reporting and Disclosures • Corporate Governance 	Annually and Quarterly	<ul style="list-style-type: none"> • Investor Meeting, Presentation and Responding to Investor's Queries. • Circulation of Annual/Quarterly Reports. • Emailing Shareholders About the Financial Results. • Communication Through Events and Presentations • Releasing Financial and Operating Results Through the Press on Quarterly and Annual Basis for the Current Financial Year. 	Employees	<ul style="list-style-type: none"> • Employee Health and Safety • Employee Training and Development • Compensation, Benefits and Amenities • Freedom of Association • Diversity at Work • Employee Health and Safety (EHS) Initiatives • Code of Conduct and Policies 	Continuous	<ul style="list-style-type: none"> • Monthly, Quarterly and Annual Review • Having Fun at Work Programme • Employee Engagement Programmes • Rewards and Recognition Initiatives • Grievance Redressal Mechanisms • Employee Learning and Development Programmes
Travellers (Consumers)	<ul style="list-style-type: none"> • Affordable Travel • Wide Range of Options • Customer Service • A Sustainable and Responsible Way to Travel • Travel Safety and Health 	Continuous	<ul style="list-style-type: none"> • Customer Reviews Through Mobile and Web Platforms. • Telephonic Feedback Call • Dedicated Programmes/Events to Understand Consumer Needs. • Customer Service Platforms 	Communities and NGOs	<ul style="list-style-type: none"> • Education • Healthcare • Community Development • Environmental Sustainability 	Need-based	<ul style="list-style-type: none"> • CSR Initiatives • CSR Needs Assessment for Projects • CSR Impact Evaluation
Business Partners (Hotels, Flights, Bus)	<ul style="list-style-type: none"> • Economic Growth • Business Ethics and Transparency • Social Accountability • New Initiatives and Campaigns • Status of Compliance • Incorporating Industry Best Practices 	Continuous	<ul style="list-style-type: none"> • Agent Meets • Business Meets • Building a Training Programme for Business Partners • Offering Business Partners to Earn Performance-linked Bonuses. 	Policymakers	<ul style="list-style-type: none"> • Creating Benchmarks in Compliance 	Need-based	<ul style="list-style-type: none"> • Policy Discussions and Industry Conferences

Materiality Assessment

We have conducted a materiality assessment aligned with GRI Standards and industry best practices to identify topics of concern for our stakeholders and priority topics for MMT. This materiality study will serve as the foundation of our sustainability strategy, guiding us in addressing the most significant environmental, social and governance (Sustainability) issues.

The Approach to Identify Material Topics



Materiality Matrix



Our priorities

Pillar	Material Topics	SDGs
Environment: Protect and Preserve	Environmental Impact of Offices and Operations	
	Climate Risk and Adaptation	
	Sustainable Travel	
Social: Care and Enrich	Employee Well-Being and Learning	
	Corporate Social Responsibility	
	Diversity, Equity and Inclusion	
	Customer Satisfaction and Safety	
	Partner Relationship	
	Human Rights	
Governance: Sustain	Data Privacy and Cybersecurity	
	Corporate Governance	
	Digitisation, Innovation and Technology	

Environment



Transforming Our Environmental Impact

At MakeMyTrip, we acknowledge the travel and tourism industry's pivotal role in contributing to and addressing global environmental challenges. A core aspect of our sustainability efforts is the proactive integration of environmental responsibility into our operations and services. We promote sustainable travel across our network through strategic partnerships and initiatives. On the operational front, we work on climate risk adaptation and mitigation strategies. We aspire to lead the industry toward a more resilient and sustainable future by consistently implementing innovative solutions.

Material Topics

- Climate risk adaptation and mitigation
 - Environmental impact of offices
 - Sustainable travel

Key Highlights

2533.21 tCO₂e
GHG emissions (scope 1 & 2)

85%
Renewable Energy
Sourced at our Bengaluru tech office

13171.32 GJ
energy consumption

Zero
Single-Use Plastic Initiatives
(across MakeMyTrip India Private Limited offices)

UNSDGs



Climate Risk Adaptation and Mitigation

According to The World Economic Forum's (WEF) Global Risks Report 2024¹, climate change and its associated risks remain among the most concerning in today's world. These risks include extreme weather events, climate change mitigation and adaptation failure, biodiversity loss and ecosystem collapse and natural resource crises. The travel & tourism² and technology³ sectors contribute approximately 10% to global GHG emissions. We acknowledge the threat climate change poses to the global travel industry and its role in tackling climate change and preserving the environment.

At MakeMyTrip, we acknowledge that this impact presents us with both a responsibility and a unique opportunity to mitigate the sector's negative environmental impact of the industry. Our approach is focused on two key measures: reducing our carbon footprint and transitioning to clean energy sources.

Our GHG Emissions

As a first step towards effective climate action, we aim to measure and understand the quantity and sources of our GHG emissions. Therefore as per GHG Protocol, we have measured our Scope 1 and Scope 2 emissions for FY 2022-23 and FY 2023-24. This has provided us with valuable insights into our direct and indirect emissions (emissions from purchased electricity), allowing us to identify key areas for improvement.

Our Scope 1 emissions stemmed from company-owned vehicles (both petrol and diesel) and fugitive emissions from fire extinguishers. Scope 2 emissions consisted of emissions resulting from purchased electricity from the grid.

Emission Scope	Emission source	Emission (tCO ₂ e)	Total emissions FY 2023-24(tCO ₂ e)	Total emissions FY 2022-23(tCO ₂ e)
Scope 1 Direct Emissions	Mobile Combustion	6.36	6.38	8.92
	Fugitive Emissions	0.02		
Scope 2 Indirect emissions	Purchased electricity (for offices)	2526.83	2526.83	2208.47

“
Total Scope 1 emissions FY 2023-24
6.38 tCO₂e
 ”

“
Total Scope 2 emissions FY 2023-24
2526.83 tCO₂e
 ”

1 WEF Global Risks Report 2024
 2 Carbon footprint of Global tourism
 3 GHG emissions of Technology sector

Environmental Impact of Offices

At MakeMyTrip, we recognise that responsible energy management is crucial to minimising the environmental impact of our offices, reducing our energy footprint and optimising energy efficiency across all our operations. We house our headquarter in Gurgaon in a Leadership in Energy and Environmental Design (LEED) certified building, which translates to a work environment that not only minimises environmental impact but also prioritises employee well-being.

Through our partnership with a leading electric vehicles (EVs) mobility provider in India, we are transitioning to low-carbon EVs for our employees' business-related travel. This collaboration aligns with our environmental goals and sets a precedent for eco-friendly business practices in the travel and tourism industry. In FY 2023-24, we managed to avoid a minimum of 400 kg CO₂ through this partnership to promote eco-friendly business travel. Furthermore, the organisation promotes employees purchase of EVs for their personal use through its 'Drive Green Benefit Policy' through incentivization.

At MakeMyTrip, our Seeds of Change Project reflects our enduring commitment to environmental sustainability while building a culture of shared responsibility within the organisation. As part of this initiative, MakeMyTrip India Private Limited plants five saplings in their name for every new team member who joins us, contributing to a healthier and greener planet. Through this initiative, we planted 3,400+ saplings in FY 2023-24. This unique effort helps us preserve natural resources while inspiring a sense of responsibility among our employees.

We have two major offices in India:

1. MakeMyTrip Gurugram Office
2. MakeMyTrip Bengaluru Office

Energy Management

We regularly identify and evaluate the feasibility of implementing best practices and continuously monitoring our energy use patterns to identify opportunities for improvement. For the reporting period FY 2023-24, our total energy consumption was

13171.32 GJ. In January 2024, we signed a Power Purchase Agreement (PPA) to source 85% of electricity from renewable sources for our Bengaluru office.

Adopting Renewable Energy: Our pathway to a resilient future

We have signed a PPA to source renewable electricity for our Bengaluru office. We have already achieved an impressive 85% reliance on renewable energy. This shift aligns with our sustainability objectives and significantly enhances energy utilisation efficiency.

Energy consumption (GJ) for Electricity in FY 2023-24

Non-Renewable	12706.2
Renewable	371.8



Water Management

The UN World Water Development Report⁴ projects that the global urban population facing water scarcity will rise between 1.7 and 2.4 billion (one-third to half of the global urban population) by 2050, with India being one of the most affected countries. Acknowledging the necessity of taking urgent action to mitigate this adversity, we are committed to enhancing our water efficiency through innovative technologies and sustainable practices.

Utilisation of water-efficient fixtures

We are dedicated to reducing our environmental impact through innovative water-saving measures. Recently, we have installed 50 aerators on faucets throughout our Headquarter located in Gurugram, India. These smart devices blend air with water, creating an efficient, lower-pressure stream that maintains functionality while significantly reducing water usage. This initiative helps conserve water and raises awareness among employees about the importance of sustainable practices in our daily routines. We have installed 20 water meters across our headquarter to enhance our water conservation efforts. These meters provide valuable data on our water usage patterns, enabling us to identify areas for improvement and implement effective water-saving strategies. The constant monitoring serves as a reminder of our collective impact on the environment and underscores the importance of mindful water consumption. The data from our water meters will inform future initiatives, such as repairing leaky faucets and installing more water-efficient appliances.



⁴ UN World Water Development Report

Waste Management

According to a World Bank study⁵, the current trajectory for global waste generation indicates an alarming increase from 2.24 billion tonnes in 2020 to nearly 3.88 billion tonnes by 2050. This highlights the need to address waste management as a critical imperative at organisational and individual levels. At MMT, we respond to this by managing our waste production through effective waste management programmes.



“

Eliminated the usage of
300 kg
of single-use plastic dustbin
liners per month by setting up
centralised bins

Eliminated the usage of
65,000
paper cups per month by
introducing reusable glasses,
plates and cutlery.

”

At MMT, we are dedicated to fostering a sustainable waste management culture. We aim to reduce waste, promote recycling and enhance overall sustainability. Our efforts include implementing waste reduction techniques, engaging employees in best practices and measuring our impact. Through these strategic actions, we strive to reduce our environmental footprint and contribute to a greener, a more sustainable future.

Zero Single-Use Plastic Initiatives @ MakeMyTrip India Private Limited

At MakeMyTrip India Private Limited we truly believe in creating sustainable workspaces. In 2023, we embarked on a campaign to minimise our reliance on single-use plastics and single-serving packaging across our MMT India offices. All our employees enthusiastically embraced the initiative and contributed to achieving a meaningful impact.

⁵ Global waste generation – World Bank

Sustainable Travel

At MakeMyTrip, a crucial part of our business vision is to work closely with our partners to promote sustainable travel and drive meaningful change in the global travel industry. We are actively forming strategic partnerships with stakeholders committed to environmental stewardship and innovation to achieve this. Through these partnerships, we aim to promote sustainable travel products and practices on our platforms, providing travellers with clear, credible and consistent information to help them make informed, eco-friendly choices.

Looking ahead, we are committed to intensifying our advocacy for sustainable travel. We plan to launch new initiatives and campaigns that raise awareness about the importance of eco-friendly travel and encourage industry-wide adoption of sustainable practices. Through these efforts, MakeMyTrip aspires to create a positive environmental impact.



Member of Global Sustainable Tourism Council (GSTC)

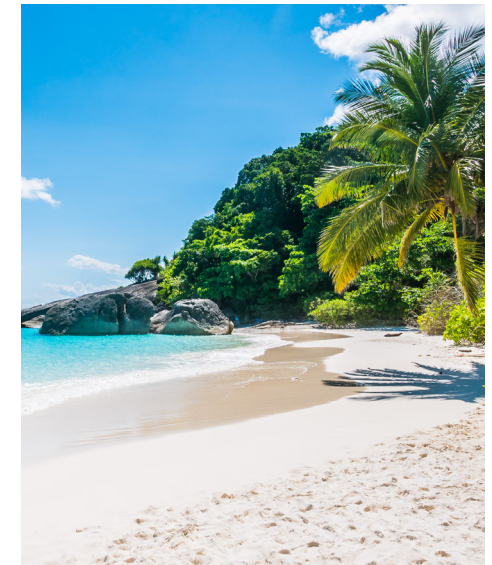
To promote sustainable tourism and empower travellers with responsible choices. For us, joining the Global Sustainable Tourism Council (GSTC) marks a significant step in our commitment to responsible travel.

Transforming tourism in Goa through State Government Collaboration

MakeMyTrip India Private Limited has partnered with the Department of Tourism, Government of Goa, to enhance the state's tourism landscape through the initiative "Goa Beyond Beaches." This collaboration aims to transform Goa into a year-round destination by highlighting its rich cultural heritage and inland treasures, moving beyond its acclaimed beaches.

The project will encompass innovative strategies such as crafting a cultural map of Goa, promoting wellness and spirituality through the Ekadasha Teertha campaign, curating unique travel itineraries and showcasing local festivals on a broader scale; together, these initiatives aim to establish Goa not only as a renowned beach destination but also as a cultural and spiritual hub.

Furthermore, MakeMyTrip Foundation is extending its support to use over 500,000 single-use plastic bottles to create a public art display, promoting environmental preservation. By highlighting lesser-known inland attractions, cultural sites and culinary traditions, this collaboration aims to boost tourism while ensuring long-term benefits for the environment and local communities.



Boosting Wildlife Tourism and Homestays in Madhya Pradesh

MakeMyTrip India Private Limited & redBus India Private Limited has signed a Memorandum of Understanding (MoU) with the Madhya Pradesh Tourism Board to promote sustainable travel.



Objective

- Utilising existing homes, farmhouses and accommodations as homestays with the aim to boost rural and urban incomes.
- Provide sustainable alternate streams of income while enhancing tourism.
- Preserving Natural & Cultural heritage.



Initiatives

- Providing training programmes for potential homeowners in creating effective property descriptions, better photographs and the use of keywords.
- Specialised travel packages to boost tourism



Promoting Wildlife and Pilgrimage

- Weekend wildlife packages covering multiple national parks.
- Unique experiences like luxury stays, evening high teas post-safari and barbeque dinners amidst the forest.
- Promotion of pilgrimage travel packages to highlight cultural and spiritual sites in the state.

Our People



Well-being, Growth and Inclusion

At MakeMyTrip, we recognise that our employees' talent, dedication and innovation are fundamentally tied to our success as a leading travel service provider. Their commitment enables us to deliver exceptional services and experiences to millions of travellers worldwide. By continually striving to create a safe, supportive, inclusive and dynamic workplace, we contribute to our employees' personal and professional development while driving our business growth.

Material Topics

- Diversity, Equity and Inclusion
- Employee Well-Being and Learning
 - Human Rights

Key Highlights

217

Women hired in FY 2023-24
(MakeMyTrip India Private Limited & redBus India Private Limited)

23.8%

Women across MakeMyTrip Group

MMT was awarded
Avtar - The Power of Diversity - 100 Best Companies for Women: 2024

27,933 hours

spent on learning and development programmes (MakeMyTrip India Private Limited & redBus India Private Limited)

UNSDGs



Diversity, Equity & Inclusion

One of our core values caring is exemplified by our motto, "We help. We support." This value is deeply embedded in our ethos, guiding our actions and decisions as we strive to create an inclusive workplace where every team member feels valued and empowered. As an equal-opportunity employer, our policies are crafted to ensure a level playing field regardless of gender, ethnicity, or background. At MakeMyTrip, we have launched several programmes to promote DEI, including the following:

DEI Council	Our 12-member DEI Council aims to nurture a diverse and inclusive workspace. It is led by our Group CTO and comprises senior representatives from various departments. The Council ensures that our DEI policies and practices are thorough and effectively implemented across all levels of the organisation.
Mentoring Programme	This programme connects employees with experienced mentors who provide guidance, support and career development advice. The mentors come from diverse backgrounds and experiences, allowing mentees to find mentors who understand their unique challenges and perspectives.
Need-Based Flexibility	We offer flexible working arrangements, including our Open Leave Policy and phased return support post-maternity, to help employees balance personal and professional lives. Sabbaticals and extensions are available to manage personal commitments without affecting career progression.
Inclusive Work Environment	We provide facilities such as an onsite crèche and a dedicated parent's room to support working parents. Our Travelling Toddler Policy helps working parents manage business travel by covering expenses for child care.

Apart from our DEI programmes, we also organise focus group discussions (FGDs) for regular feedback. Our DEI FGDs have seen enthusiastic employee participation from various levels and departments. Over nine sessions, employees, including lateral hires, zonal managers, recent parents and tenured staff, engaged actively and provided us

invaluable insights into their experiences and needs. The key findings highlighted the need for greater diversity in leadership roles and more inclusive hiring practices. We are implementing these insights to create a more inclusive and supportive workplace culture, ensuring all employees feel valued and empowered to reach their full potential.

Supporting LGBTQ+

We are committed to nurturing an inclusive and supportive environment for our LGBTQ+ employees. Recognising the importance of diversity in driving innovation and enriching our workplace culture, we have implemented various initiatives to ensure that LGBTQ+ individuals feel valued, respected and empowered.

Our Efforts to Support LGBTQ+



Representation of PwDs

In line with our inclusivity ethos, we prioritise the integration and empowerment of Persons with Disabilities (PwDs) within our workforce and broader community initiatives. The hiring and retention efforts for PwDs at MMT are structured around several key initiatives aimed at creating an inclusive and supportive workplace environment:



1. **Assistive Technologies:** At MMT, we ensure that PwD employees have access to necessary assistive devices and technologies that support them in performing their roles effectively.



2. **Employee Assistance Programme (EAP):** We provide an EAP that offers counselling and mental health support services. This resource is invaluable in addressing the unique challenges and stressors that PwD employees may encounter, ensuring their well-being and enhancing their overall job satisfaction and productivity.



3. **Flexible Working Arrangements:** Recognising PwD employees' diverse needs, we offer flexible working arrangements such as adjustable work hours and remote work options. These accommodations are designed to accommodate medical appointments, therapies and other personal commitments, promoting work-life balance and reducing barriers to employment.



4. **Celebrating Achievements:** We value and celebrate the contributions and achievements of PwD employees. This is achieved through various means such as awards specifically recognising their accomplishments, public acknowledgment within the organisation and highlighting their successes as part of company-wide communications and events.

“Unmasking Bias”

Our commitment to nurture diversity, equity and inclusion led us to initiate the "Unmasking Biases" programme. Over a span of four months, we conducted five comprehensive sessions that engaged 118 employees. Participants found the content engaging and interactive, with activities, case studies and discussions. We also incorporated discussions on gender and cultural biases. Through these sessions, our employees gained a heightened awareness of biases and their implications within the workplace.

We also actively foster DEI through strategic partnerships and memberships that amplify commitment to a fair and inclusive workplace culture. This includes collaborations with prominent organisations such as the National Human Resources Development Network (NHRD), where we participate in forums and initiatives to

advance HR practices and promote workforce diversity. Our involvement with the Skills Council for Persons with Disability, which is facilitated by our chairman Deep Kalra's role on the governing body, underscores our dedication to empowering PwDs through skills development and inclusive employment practices.



Women Empowerment

We actively participate in industry-wide, trade, academic and nonprofit-sponsored women's advancement programmes to develop talent pools of women for our own hiring needs. In addition to our hiring efforts, we have implemented various programmes designed to support women at every stage of their careers. For MMT India and redBus, 886 employees were hired during the reporting period, of which 217 were women.

Initiatives Focusing on Women's Career Progression

'MOM' Power: This initiative is specifically designed to support women during their maternity journey. It includes regular check-ins with our HR Business Partners (HRBPs) to ensure every mother feels supported and valued throughout her maternity leave and return to work.

1 Before going on Maternity Leave

Positive Engagement Levels

Our efforts have led to high employee engagement ratings, reflecting a positive work environment and satisfaction. Managers and HR Business Partners (HRBPs) are praised for their support during transitions and we receive positive feedback for offering the necessary flexibility to accommodate employees' unique needs.

2 During Maternity Leave

Team Connectivity

Employees on maternity leave at MakeMyTrip report feeling well-connected to the organisation, staying in touch with managers and team members and are positively anticipating their return to work.

3 Return from Maternity Leave

Smooth Transition

Effective onboarding at MakeMyTrip ensures a smooth transition back to work for employees returning from maternity leave. This process includes tailored support, clear communication and ongoing assistance from managers and HRBPs, helping employees feel welcomed, valued and ready to resume their roles.

FOCUS AREAS TO EXTEND OUR SUPPORT

- Amendments in Existing Policy
- Enhancing Overall Experience
- Infrastructural Support
- Robust Support Programmes

Mentorship Programmes: Through our mentorship programmes, women are paired with senior leaders who provide personalised guidance, support and career development advice. These mentors share their experiences, offer valuable insights and help mentees navigate their career paths effectively. The programme is designed to foster confidence, enhance skills and facilitate professional growth, ensuring that women have the resources to reach leadership positions within the organisation.

Leadership Training: We are dedicated towards cultivating leadership potential among women through targeted High Potential Programmes designed to support their career growth. Over the past year, 82 women from middle management have participated in these initiatives. Recognising the importance of developing strong leaders, we offer specialised training programmes aimed at building leadership skills in women.



66

375
Women engaged in
exclusive connect
sessions

192

women achieved Rewards
& Recognition for their
outstanding contributions.

”

Case study

Advancement of Women Employees

Last year, our female employees demonstrated exceptional talent at MakeMyTrip. We prioritised providing them with ample opportunities for upskilling and expertise refinement. Through regular performance evaluations, we identified high-potential women and sponsored their nominations for prestigious training programmes focused on leadership development and fostering a growth mindset.

Six of our female employees received notable recognition on esteemed platforms such as "Are You in the List," the "1000 Women Leader Programme," "30 Under 30," and "40 Under 40." These accolades show our efforts to empower women within our organisation.

Prevention and redressal of sexual harassment at workplace

We are committed in creating a healthy working environment that enable our female employees to work without fear of prejudice, gender bias and sexual harassment. We have zero tolerance toward any behaviour that degrades, harasses, or discriminates against any female employee. Our Policy for Prevention and redressal of sexual harassment (PoSH) outlines clear guidelines and procedures for preventing and addressing instances of sexual harassment.

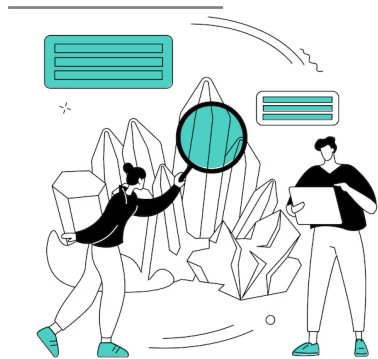
We provide regular training sessions to educate employees about their rights and responsibilities under the POSH policy, ensuring everyone knows the standards of conduct expected within our organisation. We have also established an internal complaints committee, accessible to all employees, to handle grievances promptly and fairly.

“
MMT was awarded Avtar
- The Power of Diversity -
100 Best Companies for
Women: 2024
”



Talent Attraction and Retention

We prioritise the well-being of our team members, ensuring robust support systems and initiatives that promote mental health, physical wellness and overall resilience. Moreover, we are committed to continuous learning and development, equipping our employees with the skills and knowledge to adapt and innovate in a rapidly changing landscape.



Integrated Technology Solutions in the Employee Lifecycle

At MakeMyTrip, technology is pivotal in elevating the entire employee lifecycle, from recruitment to retirement. We have integrated various platforms into OneLogin to create a seamless and unified employee experience. Our recruitment process leverages advanced tools to streamline candidate sourcing and selection, ensuring we attract top talent efficiently. Once onboarded, employees benefit from automated systems that manage leave, attendance and core HR functions, optimising administrative processes. We also leverage technology for other functions such as performance management, learning and development through digital platforms, enabling robust rewards, recognition and query management systems.

Campus Engagement

In 2023, we took innovative steps to strengthen our presence as students' preferred employer of choice. We launched a dedicated Campus Page, which attracted more than 25,000 views to build strong connections with academic institutions and their students.

Building on this momentum, we launched the MakeMyTrip Young Turks Business Challenge. This competition engaged students intellectually and offered them a unique opportunity to interact with our founders through meet-and-greet sessions for the winning and runner-up teams. The highlight of this engagement was that one of the six winning teams received a pre-placement offer (PPO), further emphasising our commitment to providing career opportunities to talented individuals.

“
Received recognition as
one of the Top 25
Prestigious
E-School
Engagements for FY
2023-24 by UnStop,
emerging as an
authentic choice for over
11,000 students.

Employee Safety and Well-being

We are dedicated to ensuring that our employees have a safe and secure working environment and do everything to safeguard their emotional, physical and financial well-being. Our approach also extends to family care, ensuring that the well-being of our employees' loved ones is also a priority. Our wellness programmes encompass all aspects of well-being, creating a supportive environment for our employees.

We also provide access to an on-site counsellor, ensuring that personalised support and guidance are available whenever needed. We have introduced hobby clubs, encouraging employees to pursue their passions and hobbies while creating meaningful connections with their colleagues. Our comprehensive physical well-being programmes include regular health check-ups, weekly doctor visits, gym memberships and yoga classes to promote a balanced and healthy lifestyle.

Performance Management

We have enhanced our employer branding efforts to enhance our appeal as an employer, positioning MakeMyTrip as a coveted destination for professionals seeking dynamic careers. Our approach to performance management is equally robust, featuring a comprehensive evaluation policy that includes people-level goals. This ensures that all team member's contributions are acknowledged. We have integrated advanced technologies into our processes to strengthen our talent management strategy further. An AI chatbot allows us to gauge employee sentiments in real-time, providing valuable insights into the workforce's mood & concerns. This proactive approach enables us to address issues promptly, enhancing employee satisfaction & engagement.

Rewards and Recognition

We implement comprehensive rewards and recognition programmes, allowing leaders to acknowledge diverse individuals who embody our values. Through various reward mechanisms, we spotlight outstanding performers and commend team spirit, innovation and collaboration. These are done on monthly, quarterly and annual basis with exciting categories such as Super Trippers, Exemplary Managers, People Champions and the CEO's Ring of Honour awards. Additionally, we foster a culture of continuous appreciation and spontaneous spot recognition, reinforcing our commitment to a thriving and engaged workforce.

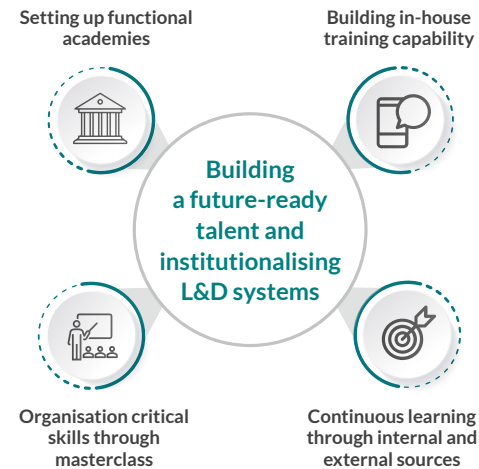


Employee Learning and Development

MakeMyTrip strategically emphasises learning and development to ensure a resilient and high-performing workforce. We have established a culture of continuous learning with our dedicated learning hours, internal knowledge-sharing sessions and participation in external educational opportunities.

Our Learning and Development Strategy: Building a Future-Ready Talent

Our Learning and Development strategy focuses on four key levers to address business and individual learning needs comprehensively.



Learning and Development Programmes

- Product Academy**

This academy is designed to foster a robust product-oriented culture, particularly among our campus hires who join as aspiring product managers. By immersing them in comprehensive training and hands-on experiences, we aim to nurture their skills and mindset to excel in product management roles.
- Tech Tonic**

This initiative empowers our employees with the mindset and skills necessary to take ownership of their work, contribute effectively to team goals and drive organisational success. With a special focus on inclusion, we are integrating product managers into this programme to ensure diverse perspectives and collaborative innovation.
- Managerial Capability**

Our approach involves conducting Managerial Effectiveness Surveys to assess current skill levels and identify areas for improvement among our leaders. Based on these insights, we customise cohort-based training programmes designed to strengthen managerial capabilities across the organisation.



<p>85%*</p> <p>increase in total learning hours</p>	<p>4.1*</p> <p>Average feedback score out of 5</p>
<p>14%*</p> <p>Expansion in unique coverage</p>	<p>1940*</p> <p>Unique employees covered</p>

* The data covers MakeMyTrip India Private Limited.

Building a Learning and Development culture at redBus

Case study

redBus, within MakeMyTrip, has significantly amplified its focus on employee development. We prioritise equipping our teams with the skills, knowledge and capabilities necessary to thrive in this dynamic travel and technology sector. Our training programmes span all levels, from junior to senior management and are tailored to address specific role requirements and career progression paths.

Our **Step-Up Manager Development Programme** and **First Time Manager Development Programme** aim to enhance and develop managerial and leadership skills for existing and new managers. We offer the **Negotiation for Leadership Programme** to equip leaders with essential negotiation skills. For employees transitioning into product management roles, the **Product Pathshala** offers an intensive four-week training. Additionally, we promote continuous learning and knowledge-sharing through **redTalk**, our tech knowledge-sharing sessions and **TechTalk**, an interactive fireside chat series with tech leaders and experts.

AURA (Accelerating Upward Resilience & Ambition in Women Leaders)

On this Women's Day, we at redBus began an inspiring journey with the AURA (Accelerating Upward Resilience & Ambition in Women Leaders) Programme, designed for our dynamic and ambitious women employees. During our two-day workshop, we engaged in meaningful discussions and empowering activities encouraging inner reflection, helping participants identify and showcase their true leadership potential.



Human Rights

We maintain a long-standing commitment to respecting human rights, including the elimination of slavery and human trafficking in our supply chains and business operations. As an organisation, it is essential that we prioritise using our influence for positive outcomes in our operations. We leverage our impact to create value for our clients and drive success for our employees, society and the global community. Considering the comprehensive value we provide and the impact we have on individuals, customers, shareholders, partners, communities and the world at large, is central to our commitment to being a responsible and ethical business.

We support human rights by promoting good governance and the rule of law globally. Advancing these principles is a crucial aspect of corporate

responsibility and sustainable development, both of which are essential for human rights. Good governance and the rule of law ensure the reliable enforcement of labour and environmental laws and foster justice and security systems that balance protecting public safety with safeguarding individuals' rights from government infringement.

Labour Rights and Fair Working Conditions

MakeMyTrip provides fair and equitable working conditions for all employees. We uphold the principles of non-discrimination, equal opportunity and fair compensation. Our workplace policies are designed to ensure a safe, inclusive and respectful environment, free from harassment and discrimination.

“
Zero cases of human rights violations were identified and reported for the reporting period FY 2023-24



Travellers



Privacy, Safety and Sustainable Tourism

At MakeMyTrip, our travellers mean the world to us. Their needs inspire us to constantly push the boundaries and create unforgettable travel experiences. We recognise that offering a variety of travel choices, ensuring satisfaction and prioritising safety are critical to our travellers' peace of mind. That's why we go above and beyond to provide a wide range of options and prioritise their safety at every turn. We aim to meet and exceed their expectations, forging enduring connections and turning our users into lifelong travel buddies.

Material Topics

- Customer Satisfaction and Safety

Key Highlights*

2 Million+ Loyalty Programme Members
(MMT Black & GoTribе) - Driving Customer Retention

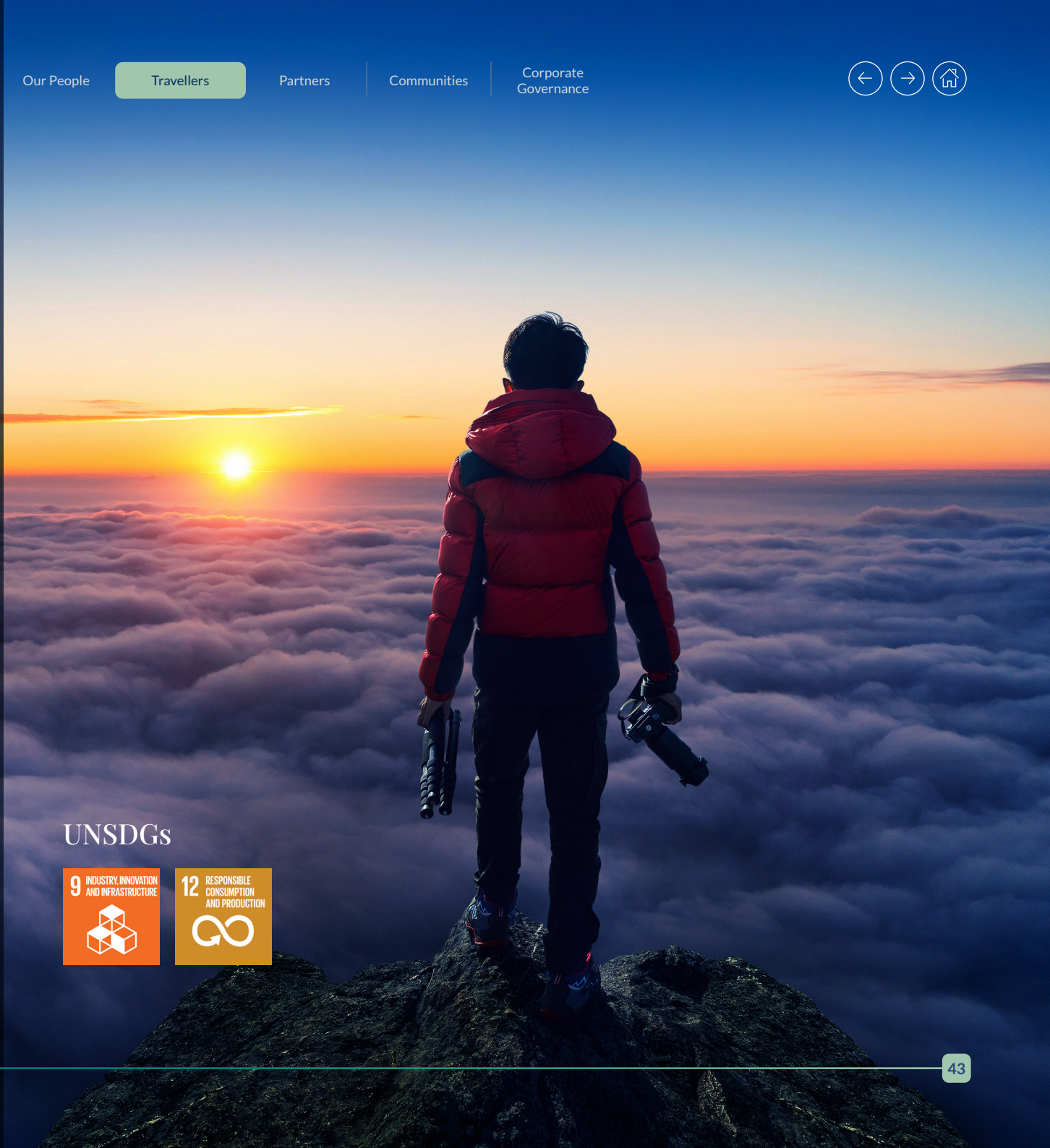
509 Million+
App Downloads

228K
Followers on MMT Instagram

99.9%
Bookings without Any Form of Escalations

90%
Customer Satisfaction Score on escalations

* The data above is for MakeMyTrip India Private Limited



UNSDGs



Our Customer-Centric Approach

At MakeMyTrip, our core value of customer focus drives our business growth and expansion. Our customers are the heart of our business and by prioritising them, we ensure continued success. We are dedicated to providing a seamless and secure travel experience at every stage of their journey.

99.9%

Bookings without Any Form of Escalations

Zero

material breaches customer privacy or data loss in the past 2 years.

Through various engagement channels, we have identified key interest topics shaping our customer-centric approach. At MakeMyTrip, our values guide every aspect of our operations, especially how we engage with and support our customers. By prioritising their needs, we continually work to enhance their travel experiences.

Wide Range of Options

Travellers appreciate diverse travel choices, including various destinations, accommodation types and packages. MakeMyTrip offers extensive options to meet our customers' various needs through our app and services. We provide various lodging choices and our travel packages cater to different interests. Our platforms also feature user-friendly tools that help travellers customise their itineraries, making planning convenient and enjoyable.

Customer Service

High-quality, responsive customer service ensures a positive travel experience and

addresses any issues. MakeMyTrip is dedicated to providing exceptional support through multiple channels, including web-based support, call centers and dedicated customer service programmes. Our self-service web platform allows customers to manage bookings, cancellations and refunds independently, while our call centers offer real-time assistance 24/7. Additionally, we have an in-house escalation service to promptly address complaints or issues, ensuring our customers receive the support they need throughout their travel journey.

Affordable Travel

Travellers consistently seek cost-effective options without sacrificing quality and comfort. MakeMyTrip offers affordable solutions for a wide range of budgets. By leveraging our extensive network of partners and negotiating deals, we provide competitive pricing on flights, hotels, holiday packages and more. Our frequent promotions and discounts further enhance the value for our travellers.

Customer Safety and Health

Ensuring the safety and health of travellers is a top priority, especially given recent global health challenges. MakeMyTrip emphasises travel safety and health by providing up-to-date information on travel advisories, health guidelines and safety protocols. Our platforms offer resources and tips to help travellers stay informed and prepared. We also work closely with our partners to ensure safety measures are in place at accommodations, transport services and tourist attractions.

Sustainable and Responsible Travel

Customers are increasingly seeking travel options that are environmentally sustainable and socially responsible. MakeMyTrip is committed to promoting sustainable tourism practices and offering travel solutions that minimise environmental impact. We collaborate with eco-friendly hotels and tour operators, promote responsible travel behaviours and support local communities.

Building Lasting Relationships Through Customer Engagement

At MakeMyTrip, we see customer engagement as vital to delivering superior customer care. By regularly interacting with our customers in various ways, we build trust and foster enduring relationships. This engagement also guides us in improving our products and value offerings.

MakeMyTrip's customer engagement strategy is designed to ensure an enriching travel experience for our users. Our approach follows a series of strategic steps that enable us to provide an engaging and satisfying experience for our customers.



Customer Research and Surveys

The initial stage of our strategy involves conducting thorough customer research and surveys. We gather extensive data on customer preferences, behaviours and feedback to gain a deep understanding of their preferences. This information is the foundation for all subsequent steps, allowing us to align our services with customer expectations.

Engaging with different Customer Segments

Building on the insights obtained from our research, we curate offerings that can resonate with all different customer segments. By leveraging advanced data analytics and machine learning, we ensure that our communications are relevant, timely and effective in enhancing customer engagement and sharing our detailed and varied offerings with them.

Programme Development & Enhancement

With a clear understanding of our customer's preferences, we focus on developing and enhancing our travel programmes and services by designing new offerings and refining existing ones to provide maximum value and convenience. We continuously update our programmes based on customer feedback and market trends to remain competitive and appealing.

Community Building and Continuous Improvement Mechanism

The final stage in our strategy is community building and establishing a continuous improvement mechanism. We foster a sense of community among our customers through our tailored programmes & initiatives, encouraging them to share their experiences and feedback. This ongoing dialogue helps us identify areas for improvement and implement changes swiftly. Maintaining an open line of communication ensures that our services evolve in line with customer expectations and industry standards.

Customer Engagement Channels

We leverage various customer engagement channels to connect with our customers and assist them with their travel needs or queries post-booking. These diverse channels ensures our varied customers can easily access our assistance and services.



Comprehensive & Real-Time Customer Support



Self-service web portal

Our customers can manage bookings, track refunds and access valuable travel information.



24/7 call centres

Our resolute representatives can assist our customers with any questions or concerns.



154+ franchisee travel stores*

Our customers can get personalised assistance from our sales and customer service representatives in India.



Mobile app

Our customers can make bookings, access trip details and use location-based services for on-the-go convenience.



Email support

Our customers can send their inquiries and receive prompt responses.

* As of March 31, 2024, we had over 154 franchisee-owned travel stores operated across India, which primarily sell packages under our MakeMyTrip brand

Customer Service and Grievance Redressal

At MakeMyTrip, customer satisfaction is our foremost priority and we strive to ensure every travel experience is enjoyable. Understanding that issues may occasionally arise, we have implemented a robust grievance redressal mechanism designed to address and resolve concerns promptly and effectively. This approach reflects our core values of customer focus, innovation and integrity, ensuring that we maintain a high standard of service.



Dedicated Customer Service Team

Our customer service team is available 24/7 and trained to manage various issues, from booking inquiries to refund processing. Customers encountering issues can initially file a complaint with our dedicated customer service team through our user-friendly support portal. Leveraging advanced customer relationship management systems, we efficiently manage and resolve complaints, ensuring customers receive the support they need when they need it.

If a customer's issue is not resolved satisfactorily through the initial contact, they can escalate it through our support portal. This escalation mechanism allows customers to provide additional details and request further assistance. Furthermore, our Chief Business Officers are accessible to our stakeholders, ensuring that higher-level intervention is available when necessary, demonstrating our dedication to resolving every complaint comprehensively and fairly.

We continuously innovate to improve our services and support systems, incorporating advanced technology in our CRM and feedback processes to streamline issue resolution and enhance overall customer satisfaction.

Ensuring Customer Service Excellence

At MakeMyTrip, we prioritise a seamless and positive customer experience throughout the booking journey. After-sales queries are resolved by our dedicated support team with a quick turnaround time.

“
We are proud to report 99.9%
Bookings without any form of
escalations, which means most of
our bookings are completed with
customers experiencing no
issues.
”

Safeguarding Customers' Privacy

Maintaining the privacy of our customers and safeguarding customer information is a key part of our commitment to provide customer excellence. Therefore, we maintain a secure and anonymised customer database to safeguard our customers' information and transaction history. Additionally, we document all sales and customer service processes to ensure transparency and efficient service delivery for our customers. To ensure that customer data is safeguarded at all levels, we have established a thorough data protection policy to demonstrate our commitment to safeguarding personal information and complying with applicable data privacy laws. We have reported zero substantiated complaints concerning breaches of customer privacy or data loss in the past two years, which highlights our unwavering commitment to safeguarding customer data.

Partners



Awareness, Initiatives and Sustainable Travel

As a prominent travel service provider in India with a large global customer base, our valued partners play a crucial role in our ongoing growth and success. Our partnerships encompass airlines, hotels, homestays, technology partners, industry associations and local experience providers. Through these collaborations, we aim to improve our operational capabilities and promote awareness among travellers about the significance of adopting sustainable travel practices

Material Topics

- Partner Relationship

Key Highlights

1350

Women employed in Holiday experts programme up till March 31, 2024

Partners Meet

Multiple tech meetups for our partners

UNSDGs

17 PARTNERSHIPS FOR THE GOALS



Go MMT Partner Community



We have launched the Go-MMT Partner Community, a well-established platform where users list their property for free with MakeMyTrip and goibibo. This opportunity allows us to maximise online bookings for various accommodations, including hotels, villas, resorts, lodges, guest houses, serviced apartments, hostels, homestays and cottages.

Features at a glance

<p>Smart Dashboard A comprehensive interface for managing multiple items</p>		<p>New Sales Channels Target Trip Advisor, citibank, HDFC bank and Kotak Customers</p>	
<p>Multi Hotel Support Capability to manage chain of hotels from single screen</p>		<p>Monitor Your Competitors View rates, inventory and offers versus your competitive set</p>	
<p>Competition Rate Enable you to set your prices competitively in realtime</p>		<p>Availability Tracker Process bulk update and blocking/unblocking inventory</p>	
<p>Create Dynamic Offers Create early bird offers and fill inventory gaps</p>		<p>Real-time Payment the ability to pay or receive money in 'Real-time'</p>	
<p>Intelligent Reports Detailed analytics and reporting in a click of button</p>		<p>Email Notifications Get email notification for all bookings, transactions and critical events</p>	
<p>User Activity See all activities of hotel customers against bookings, reviews & ratings</p>		<p>40+ Channel Managers Associated with 40+ channel managers to manage your inventory and rates</p>	

This channel is a go-to destination for our partners, offering detailed information to enhance their partnership with MMT. Our carefully curated videos help to understand and effectively utilise the various features available on our extranet, breaking down complex functionalities into easy-to-follow steps. By engaging with our content, hotels and hosts can enhance their business operations, manage their properties efficiently and provide exceptional guest experiences.

The Go-MMT Partner Community YouTube channel serves two primary purposes: seamless onboarding and continuous learning and development. Our step-by-step guides and tutorials simplify the onboarding process for new partners, covering everything from initial setup to advanced feature utilisation. On the other hand, our channel is dedicated to ongoing development, offering the latest tips, best practices and innovative strategies to optimise operations.

We have introduced the Go MMT Partner Community YouTube channel to guide our partners, a dedicated resource designed especially for our esteemed hotel partners and hosts.

Holiday Experts

We introduced the 'Holiday Experts' (HE) programme in 2011 to create meaningful employment opportunities for individuals in remote areas, particularly focusing on empowering women. This initiative empowers these experts to provide personalised travel solutions and caters to a diverse clientele seeking unique experiences.

Holiday Experts Meet 2023: Celebrating Our Superwomen in Jaipur

The Holiday Experts Meet 2023 in Jaipur was a standout event dedicated to honouring and empowering MakeMyTrip's women experts. The event featured inspiring address from our Co-founder and Group CEO, Rajesh Magow.

This initiative has grown significantly and today, our community of Holiday Experts comprises over 1350 women from diverse age groups and backgrounds. The participants are typically aged between 18 to 60+ years, averaging around 35 years old. Notably, 95% of these experts are women, demonstrating our commitment to empowering local women through this initiative. This growth is mirrored in the headcount data, where there has been a substantial increment in the number of experts, growing from 649 Holiday Experts in 2019 to 1350 Holiday Experts in March 2024. Our initiative includes training programmes as an essential element, ensuring that we equip Holiday Experts with the necessary skills and knowledge to deliver exceptional service. We also extend additional benefits like growth-based incentives and familiarisation trips, enriching the Holiday Experts' experience beyond professional growth.

Pillars of Holiday Expert Channel

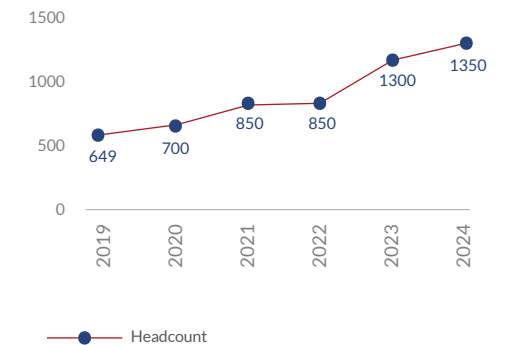
Women Empowerment

Flexibility

Financial Growth

Rewarding Career

Holiday Expert headcount



Holiday Experts and the National Association for the Blind

Our Holiday Experts volunteered to create tactile teaching and learning materials for the visually impaired children of the National Association for the Blind (NAB). These learning materials aid teachers at NAB in introducing various subjects, such as various shapes, tables, counting, etc., to the students. The HEs participated with full zeal and enthusiasm and created number charts, clocks, fruit cut-outs, etc.

Women Entrepreneurship Platform

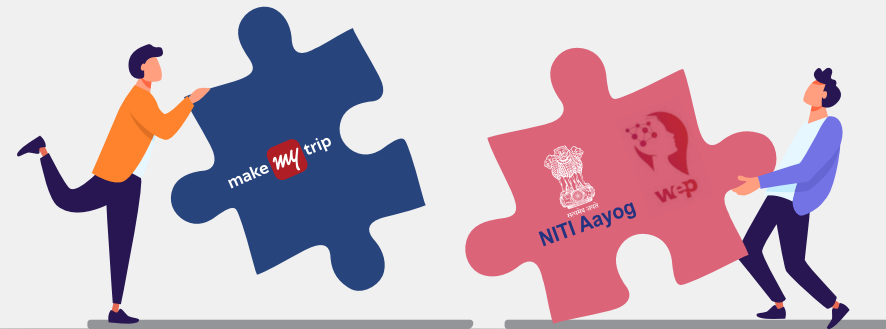
Project Maitri

We have partnered with the Women Entrepreneurship Platform (WEP) under Niti Aayog to launch "Project Maitri," an initiative to empower women homestay owners in India's north-eastern region. The launch event was graced by the Chief Minister of Arunachal Pradesh, Shri Pema Khandu, highlighting the state's commitment to gender-balanced progress.

As part of our engagement efforts with our host community, we cultivate and enhance our relationships with our partners through coffee meets. These sessions serve a dual purpose: to onboard new hosts and to reinforce the significance of our 'Homestays@MakeMyTrip' category. Led by a dedicated team of 12 expert Business Development Managers, aptly named 'Tiger Trainers,' these sessions are conducted regionally and tailored to our hosts' specific needs and profiles.

Project Maitri

A unique support programme for women homestay owners in the North-Eastern region



Women Entrepreneurship

The project aims to support women by leveraging the potential of homestays as a pathway to entrepreneurship and economic independence.



Specialised Training

Participants receive specialised training in areas such as hospitality, digital marketing and compliance

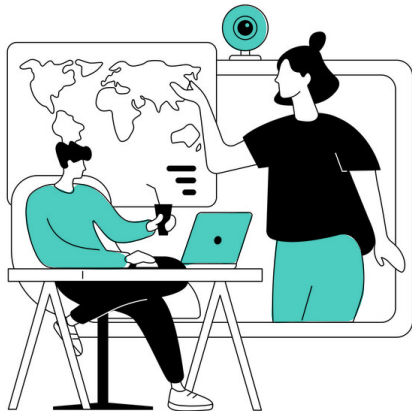


Incentivising Excellence

The top three homestay owners are recognised with awards, incentivising excellence and innovation

Tech Meetups

Technology plays a pivotal role in the advancement of travel and tourism industry. To harness the potential of technology in advancing our growth, we continuously collaborate with industry experts and organisations for knowledge sharing.



PULSE

Our recent tech event, PULSE, brought together 15 industry professionals from various companies, showcasing a successful convergence of ideas and expertise. The meetup featured dynamic discussions on current trends, challenges and opportunities, with participants actively sharing insights and experiences. This rich exchange of ideas enhanced our collective understanding of the industry's landscape, sparked innovative thinking and explored potential solutions to common challenges. The networking opportunities at PULSE helped attendees build valuable connections, fostering a strong sense of community and collaboration.

ECHO

Since 2018, MakeMyTrip has been organising ECHO, a tech event that drives innovation and collaboration within the company and the tech industry.

ECHO hosted its 4th season event at our Bangalore office, themed "Generative AI Influence on DevSecOps."

The event attracted over 150 participants from 65 prominent companies. The day featured insightful sessions on cutting-edge topics, including anomaly detection platforms, advanced cyber-attack defence mechanisms and the integration of AI in debugging tools. Keynote presentations by industry leaders Rajiv Taori from SentinelOne and Madhusudan Shekar from Google provided deep dives into the latest innovations shaping the future of technology.

UX NOW

MakeMyTrip's annual design conference, "UX NOW," is a multidisciplinary platform for professionals from diverse fields, including designers, entrepreneurs, academics, developers, product managers and students. Each year, the conference addresses

challenges and solutions for enhancing interactions across web platforms, mobile devices, applications and services. UX NOW features a dynamic lineup of engaging talks, interactive workshops, insightful roundtable discussions and networking receptions. These sessions offer real-world examples and actionable takeaways, helping participants improve their professional practices and drive innovation in user experience design.

UX NOW exemplifies our commitment to pushing the boundaries of creativity and functionality, ensuring seamless interactions that elevate the user experience across all platforms.

Communities



CSR, Volunteering, and Support

MakeMyTrip Foundation (MMTF) focuses on community development, emphasising climate action and community empowerment, essential to our mission and vision. MMTF undertake projects that promote sustainable tourism practices, enhancing travel experiences while supporting the well-being of local communities and ecosystems. Through collaboration with employees, customers, local businesses and non-profit organisations, MMTF aims to harness collective potential to create a meaningful impact.

Material Topics

- Corporate Social Responsibility

Key Highlights

1.7 million +
 Saplings Planted through support extended to NGOs since 2009 with
8,000 MT
 estimated annual carbon sequestration potential

Students supported with scholarships of
O.1 Million USD

MakeMyTrip Foundation won the
CSRBOX Award
 in the category of Water, Hygiene and Sanitation (WASH) for its work in the Andamans

MakeMyTrip Foundation was awarded the
Best Disaster Relief Initiative
 of the Year by the Indian Social Impact Awards 2024



UNSDGs



CSR Strategy

CSR VISION

To make tourist destinations in India resilient & sustainable through the twin pillars of climate action and community empowerment.

MakeMyTrip Foundation's Corporate Social Responsibility (CSR) strategy empowers us to create lasting, positive change in the communities it serves. With a strong focus on climate action and empowering communities, it has made a tangible impact across 13 Indian states, touching over a million lives.

MakeMyTrip Foundation was established in 2015 to further its responsibility towards communities and contribute to a sustainable tourism economy. The MakeMyTrip Foundation operates as a public charitable trust under the provisions of Section 80G & Section 12A of the Indian Income Tax Act. We seek voluntary donations from our customers and also contribute to CSR from the business for the work undertaken by the Foundation.

The Foundation collaborates with key stakeholders & implementation partners to improve the state of tourism destinations & elevate awareness among travellers through climate action and community empowerment projects. Over the years it has spent over 3.9 Million USD towards developmental projects through the Foundation.

refining CSR programmes based on feedback to maximise the impact. Finally, the Operations Team identifies and oversees the implementation of projects, actively engaging with local communities, partner organisations and beneficiaries to ensure the successful execution and meaningful impact of the CSR initiatives.

Our CSR Charter

We have established a CSR charter as a guiding principle based on our focus areas to achieve our vision. These pillars define and guide our areas of intervention, helping us align our on-ground projects with our intended outcomes and overall vision.

Community Empowerment



- Creation of sustainable livelihood opportunities
- Promoting authentic cultural experiences
- Heritage-site preservation
- Advocating responsible practices through community action

Climate Action



- Afforestation
- Rejuvenation of water bodies
- Preservation of biodiversity
- Responsible waste management

CSR Governance Overview

At MMT, our Corporate Social Responsibility (CSR) efforts are conceptualised and implemented with a comprehensive four-tier structure. The Board of Directors provides oversight, ensuring the CSR initiatives align with the company's goals and stakeholder expectations. The CSR Management Committee formulates and implements the CSR strategy, develops relevant policies and reports progress to the Board. Simultaneously, the Management Team ensures compliance with CSR laws and regulations, continuously assessing and

Understanding the needs of the communities we engage with is vital for building effective community development programmes. We conduct thorough needs assessments to understand our diverse communities' unique challenges and aspirations. Through regular engagement with local communities, collaboration with community leaders and partnerships with organisations, we gain valuable insights into their concerns and aspirations. These assessments further help us tailor our programmes to address these pressing issues.

MakeMyTrip Foundation Community Efforts

Community-based Tourism initiative in Uttarakhand

MakeMyTrip Foundation's community-based Tourism initiative in Uttarakhand, in collaboration with Tata Education and Development Trust (Tata Trusts) and Himmotthan Society, is an innovative sustainable tourism project in the Tehri Garhwal and Rudraprayag districts. This initiative empowers local communities, particularly women, to lead the development and management of tourism experiences. Through various capacity-building efforts, it has empowered women to manage homestays, operate a community café, guide forest trails and create marketing materials as media experts. By leveraging the Garhwali women's deep knowledge of their environment, it aims to provide sustainable income sources for the community and create enriching travel experiences for travellers.

Heritage

MakeMyTrip Foundation partnered with ITIHAAS to implement a comprehensive training programme. This initiative equips guides with advanced soft skills, cultural awareness and a thorough understanding of the region's history. It aims to enhance the tourists' experience and boost the guides' confidence.



“
1,200+ tour guides upskilled in Agra and Fatehpur Sikri, Uttar Pradesh
 ”

'Padhte Raho, Badhte Raho' Initiative for Access to Education

The COVID-19 pandemic disrupted the education of many students due to prolonged school closures, lack of learning resources and supervision at home. The ill-health or death of family members or caregivers also resulted in many children losing access to quality education. In response, MakeMyTrip Foundation launched the 'Padhte Raho, Badhte Raho' initiative in partnership with Buddy4Study. This programme, now in its third year, extends our pandemic relief efforts by providing scholarships to ensure that affected students can continue their educational journeys.

“

0.1 Million USD
scholarship fund
disbursed

”

'Vision Beyond Sight: Supporting Visually Impaired Students

In its fifth year, the 'Vision Beyond Sight' project, in collaboration with the National Association for the Blind (NAB), promotes inclusivity for visually impaired students. The project focuses on facilitating access to safe and dependable transportation for their daily commute, allowing them to attend school, participate in outdoor activities and reach medical appointments or attend medical emergencies. Through this initiative, MakeMyTrip Foundation strives to support visually impaired students' fundamental needs and overall well-being.

Crisis Management

In 2023, severe monsoon rains and melting glaciers caused the Beas River and its tributaries to flood, leading to devastating impacts in Himachal Pradesh. The resultant floods heavily affected Manali and surrounding areas like Tirthan Valley, Sainj Valley, Mandi, Pandoh and Kaza. Severe damage to infrastructure, roads, bridges,

schools and healthcare facilities disrupted agriculture and tourism. This incident caused huge loss of life and displaced numerous people.

In response, MakeMyTrip Foundation quickly mobilised resources and collaborated with the District Administration at Kaza and Kullu, the Rotary Club in Manali, the Hotel Association and Adventure Tour Operators. The relief operations addressed immediate needs and long-term recovery, focusing on restoring normalcy and rebuilding communities.

“

MakeMyTrip
Foundation received the
**'Best Disaster Relief
Initiative of the Year'**
award by the Indian Social
Impact Awards in 2024.

”

Our efforts

Relief

- Distribution of Relief kits with essential supplies for over 600 families
- Providing ration and bedding supplies for an old age home, an orphanage and a hostel for mentally challenged women

Reconstruction

- Donation of materials for construction of six bailey bridges
- Additional donation of 30 MT of interlinked chain for protection walls on landslide-prone mountain faces
- Repair and construction of a government high school

Rehabilitation

- Restoration of irrigation and water supply systems in Kaza
- Providing tent accommodation for families in Manali

Rescue

Donation of essential rescue equipment to aid local volunteers during rescue operations

Manali Clean Up

In collaboration with the Rotary Club and Rotaract Club in Manali, MakeMyTrip Foundation organised a two-day clean-up drive. Over 70 community members, including local youth, participated in this event and 3,000 kg of waste was collected and disposed.



Waste management at Ziro Festival of Music

MakeMyTrip Foundation partnered with the Ziro Festival of Music to manage waste during the four-day event. This festival in the picturesque Ziro Valley of Arunachal Pradesh celebrates passion, sustainability, community and cultural diversity by promoting Indigenous tribes and local music artists. By utilising locally sourced materials like bamboo and employing local community members, the festival prioritises sustainability practices. A total of 2,800 kg of waste was managed and responsibly disposed of.

Promoting Responsible Travel

As a part of this initiative, 12 volunteers undertook a bike journey from Delhi to Kanatal to advocate for responsible travel. They visited MakeMyTrip Foundation's community-based tourism project site in Uttarakhand, where they engaged with local communities, stayed in homestays and volunteered by establishing nurseries.

Employee Volunteerism

Employee Volunteerism is integral to our corporate culture, reflecting our commitment to social responsibility and community engagement. In FY 2023-24 alone, our employees devoted over 1,200 hours, skills and resources to meaningful causes and initiatives.



Climate Action: Nurturing Our Future

Tourism plays a vital role in the economies of many countries and helps foster the growth and development of various industries. However, the tourism industry is increasingly at risk because of climate change, such as rising global temperatures and extreme weather events. These factors lead to higher insurance costs and safety concerns. Furthermore, water shortages, loss of biodiversity and damage to tourist destinations pose significant threats to the travel business. Continued climate-related deterioration and cultural and natural heritage disruption also negatively impact the tourism industry, making destinations less appealing and reducing economic opportunities for local communities.

By protecting various ecosystems and natural habitats, MakeMyTrip Foundation is significantly enhancing the overall well-being of the environment in Gujarat, Rajasthan, Uttarakhand and the Andamans.

*Till March 31, 2024

Adopting eco-friendly measures for emissions reduction

The Bio-Shield of Gujarat

This year, MakeMyTrip Foundation partnered with the VIKAS Centre for Development (VIKAS CFD) on a mangrove plantation project along the Gujarat coast. Aiming to strengthen the natural defences and enhance ecological diversity, MMTF planted over 162,500 mangroves across 65 hectares, creating a resilient "Mangrove Bio-Shield." This green barrier will protect against coastal erosion and sequester approximately 520 metric tonnes of carbon dioxide annually.

Breathing Life into Arid Lands

Over the years, the MakeMyTrip Foundation has collaborated with Seva Mandir in Udaipur and Rajsamand districts of Rajasthan to rejuvenate the environment and support local communities. This semi-arid, hilly region faces several challenges, such as erratic weather, which makes water conservation and soil preservation difficult.

The degradation of common lands, vital for the rural poor, exacerbates these issues, affecting soil, water resources and local ecology.

Increasing green cover in these arid parts aids soil and water conservation to counteract limited rainfall and high soil erosion. This initiative also creates sustainable livelihood opportunities through

“
1.7 million*+
Saplings Planted through
support extended to NGOs
since 2009 with 8,000 MT
estimated annual carbon
sequestration potential



”

fodder production, benefitting the communities' income. MakeMyTrip Foundation's unique plantation model involves local communities forming Gram Vikas Committees to oversee and monitor the project. These committees contribute a small monthly amount to a collective fund for plantation maintenance, leading to collective ownership and pride within the community.

Preserving Biodiversity in Uttarakhand

Uttarakhand, with its extensive pine forests, faces significant ecological challenges. These forests are classified as invasive and disrupt soil chemistry, heightening the risks of wildfires and erosion. To address this, MMTF partnered with the Central Himalayan Rural Action Group (CHIRAG) to restore ecological balance by reintroducing native species. As part of its efforts, MMTF aims to plant over 7,50,000 saplings in the Almora district over a three-year period. This project aims to enhance regional biodiversity, promote environmental stability and preserve Uttarakhand's natural heritage while enabling a healthier ecosystem.

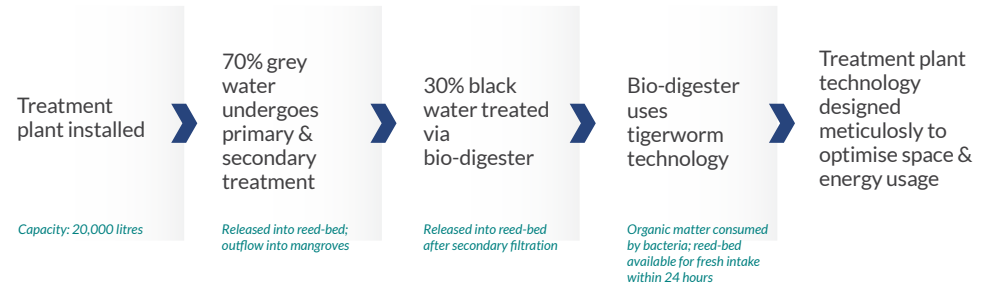
Effective Waste Management in the Kempty Fall Area

MakeMyTrip Foundation's efforts focus on enhancing waste management practices in the Kempty Fall area by raising awareness among commercial establishments, households and tourists about reducing waste dumping, littering, burning and promoting waste segregation at the source. MMTF covers two Panchayats, Siya and Bungalow ki Kandi village area, through events like Mohalla meetings, clean-up drives and stakeholder meetings. Additionally, MMTF targets the Kempty Route and the Kempty Fall area, which witness high traffic and consist mainly of commercial establishments like restaurants. It emphasises door-to-door awareness, source segregation and encouraging clean business practices. The Material Recovery Facility, built on land allocated by the Forest Department, is operated by Waste Warriors and handles 250-300 kg of waste daily.

- 40+ MT Total Waste Diverted Away from The Environment.
- Over 100 Awareness and Engagement events conducted
- Engaging over 12,700 people in awareness on solid waste management

Protecting our Pristine Shores

MakeMyTrip Foundation has dedicated the past four years to preserving the natural environment in the fragile ecosystem of the Andamans. MMTF's efforts include establishing a solar-powered public facility at Bharatpur Beach on Neil Island. This facility includes toilets, showers, changing rooms, lockers and a feeding area, prioritising tourist convenience and environmental consciousness. With an efficient waste disposal and treatment system integrated into the design, its initiatives uphold eco-friendly practices.



Our Work in the Andamans

- Workshops with school students to spread awareness on topics like environmental degradation and conservation
- Beach cleanup drives to reduce marine plastic waste
- Deep sea dives to collect marine waste, such as fishing nets and ropes stuck in corals
- Workshops for fishermen communities to spread awareness on the responsible use and disposal of fishing lines

MMTF manages Water ATMs in the island, offering affordable, safe drinking water and advocating the usage of reusable bottles to decrease reliance on single-use plastics. Collaborating with the Kachrewaale Foundation, MMTF addresses marine debris via beach and deep-sea clean-up efforts, extracting plastic and fishing gear entangled in pristine coral reefs. MMTF organises periodic workshops and awareness sessions engaging with community members like hoteliers, fishermen and school students. More than 2,000 kg of waste was collected and processed at Neil Island Andamans.

Corporate Governance



Privacy, Ethics, and Risk Management

At MakeMyTrip, we conduct our business with strict adherence to the highest ethical and regulatory standards. Our focus on accountability, fairness, transparency and open disclosure drives our continuous efforts to strengthen our governance framework. By adopting industry-leading practices in data management, risk management, corporate governance and regulatory compliance, we fulfil our obligations and set new benchmarks for operational excellence.

Material Topics

- Data Privacy & Cybersecurity
 - Corporate Governance
- Digitisation, Innovation and Technology

Key Highlights

30%

Board Members are Women

30%

Independent Directors

ISO 27001 Certified &

GDPR Compliant as per European Mandates

UNSDGs

<p>5 GENDER EQUALITY</p> 	<p>8 DECENT WORK AND ECONOMIC GROWTH</p> 	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> 	<p>10 REDUCED INEQUALITIES</p> 	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 	<p>17 PARTNERSHIPS FOR THE GOALS</p> 
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Governance Overview

Board of Directors & Committees

Board of Directors

At MakeMyTrip Limited, the Board of Directors (hereafter referred to as "the Board") is strategically steering the company towards sustainable growth and achieving the vision of promoting sustainable travel. The Board comprises individuals with diverse backgrounds, extensive and rich experience in various fields, including travel, technology, finance and governance. This diversity is a cornerstone of the governance structure, enabling us to benefit from various perspectives and insights. The Board remains committed to following stringent corporate governance standards in managing the company's affairs, aligning with international best practices and all applicable regulatory requirements.

The Board is tasked with establishing the company's long-term strategic direction and

providing thorough oversight on critical areas such as financial performance, risk management and regulatory compliance. It also plays a central role in building a culture of innovation and excellence within the organisation by encouraging diverse perspectives and creative problem-solving approaches. Finally, the Board remains committed to ensuring that the company's goals align with its mission to provide exceptional travel experiences.

Board Diversity

MakeMyTrip Limited believes that a diverse Board is a testament to an organisation recognising and embracing diversity at all levels. A diverse Board enhances the corporate governance system as varied experiences and perspectives find a place in decision-making processes, ultimately strengthening the business.

S.No.	Name of Director	Designation	Board Tenure*
1	Deep Kalra	Director, Group Chairman & Chief Mentor	22 years, 11 months
2	Rajesh Magow	Director & Group Chief Executive Officer	11 years, 10 months
3	Aditya Tim Guleri	Independent Director	17 years, 5 months
4	Moshe Rafiah	Director	0 years, 4 months
5	Savinilorna Payandi Pillay Ramen	Director	1 year, 0 months
6	James Jianzhang Liang	Director	8 years, 8 months
7	Jane Jie Sun	Director	5 years, 1 month
8	Paul Laurence Halpin	Independent Director	6 years, 5 months
9	May Yihong Wu	Independent Director	0 years, 4 months
10	Xing Xiong	Director	5 years, 1 month

*Board Tenure as on Date i.e., September 30, 2024

Acting on our philosophy, MakeMyTrip Limited have appointed two women Directors out of the last three additions, increasing the number of women on the Board to three.



Board Competencies



Board Committees

MakeMyTrip Limited's governance structure includes two specialised committees that provide targeted oversight on critical aspects of the company's operations. These Board Committees serve as vital pillars of the corporate governance structure, ensuring the integrity and accountability of the governance practices.

Audit Committee

MAY YIHONG WU
Chairperson

ADITYA TIM GULERI
Member

JANE JIE SUN
Non-Voting Observer

The Audit Committee oversees the Company's financial reporting and disclosures. It ensures the accuracy and transparency of financial statements and monitors compliance with regulatory requirements and internal controls, mitigating financial risks.

Compensation Committee

ADITYA TIM GULERI
Chairperson

MAY YIHONG WU
Member

JAMES JIANZHANG LIANG
Member

JANE JIE SUN
Member

The Compensation Committee oversees the Company's compensation policies and practices, ensuring executive compensation aligns with strategic goals and shareholder interests. It evaluates and approves senior executive compensation packages, promoting competitiveness and performance-based rewards. The Committee also ensures fairness and equity in the overall compensation structure to attract and retain top talent.

Leadership Team

DEEP KALRA
Founder & Chairman

RAJESH MAGOW
Co-Founder & Group CEO

SANJAY MOHAN
Group Chief Technology Officer

MOHIT KABRA
Group Chief Financial Officer

YUVARAJ SRIVASTAVA
Group Chief Human Resource Officer

SAUJANYA SHRIVASTAVA
Chief Operating Officer - Flights, Holidays and Gulf

PRAKASH SANGAM
Chief Executive Officer at RedBus

PARIKSHIT CHOUDHURY
Chief Business Officer - Alternate Accommodation & Customer Contact Group

RAJ RISHI SINGH
Chief Marketing Officer and Chief Business Officer - Corporate

ANKIT KHANNA
Chief Product Officer - Hotel, Growth & Emerging Businesses

ABHISHEK LOGANI
Chief Business Officer - Hotels

ANOOP MENON
Chief Technology Officer at RedBus

Policies and Ethics

Our commitment to ethical conduct and compliance is at the heart of our governance framework. Our organisational policies serve as the foundation for this commitment, setting clear guidelines for behaviour and decision-making across the organisation.



Business Ethics and Compliance

Data Security and Asset Protection

- We safeguard confidential information and company assets, preventing unauthorised access and misuse.
- We consider data security and responsible asset management as our top priorities.

Financial Integrity

- We maintain accurate financial records and comply with relevant regulations, ensuring transparency and trust.
- We encourage employees to avoid conflicts of interest and uphold ethical business practices.

Building Relationships Ethically

- We foster positive relationships through appropriate gestures, ensuring transparency and compliance with anti-corruption laws.
- We monitor our business decisions are fair and objective. We prohibit the use of gifts or entertainment to gain undue advantage in our transactions.

Fair Competition and Ethical Conduct

- We are committed to fair and honest interactions with all stakeholders.
- We prioritise ethical conduct and compliance with competition laws to uphold trust.

Comprehensive Compliance

- We ensure adherence to all applicable laws and regulations mandated for our business operations.
- We advocate for anti-corruption, environmental protection, health & safety and fair competition practices.

Transparent Communication

- We prioritise timely, accurate and effective communication to address public inquiries and disclosure requirements.
- We uphold transparency and safeguard company integrity through responsible communication.

Code of Business Conduct and Ethics

The Code of Business Conduct and Ethics outlines the high standards of business ethics for all directors, officers and employees of the Company and its subsidiaries, superseding commercial practices and legal requirements. It supplements all applicable laws, regulations, corporate policies and terms of employment. The Code emphasises seeking help in uncertain situations and provides channels for reporting violations, ensuring confidentiality and protection against retaliation. Compliance Officers, designated as the Group Chief Human Resource Officer (CHRO) and the General Counsel (GC), handle violations with sensitivity and disciplinary actions, including termination, may result from breaches. Employees are encouraged to contact supervisors or Compliance Officers for guidance and to report issues, with anonymous reporting available via a toll-free number.

[Code of Business Conduct and Ethics](#)

Global Anti-Corruption Compliance Policy

We are dedicated to operating in a morally and legally compliant manner everywhere it does business. Our stance is to abide by the anti-corruption and anti-bribery legislation that are relevant to our global activities. These comprise all national laws that MMT operates in, such as the Foreign Corrupt Practices Act ("FCPA") of the United States and the laws of India (collectively, the "Anti-Corruption Laws").

Any offer or acceptance of bribes, kickbacks, improper business costs, or any other illicit payments in any manner connected to the Company's operations is strictly forbidden by MMT. Every business transaction pertaining to MMT must be fully and accurately documented in the company's books and records.

[Global Anti-Corruption Compliance Policy](#)

Whistleblower Policy

We have adopted this policy to regulate the receipt, retention and handling of

complaints about accounting misconduct or improper practices (both terms as defined below) with regard to MakeMyTrip Group, as well as to safeguard the private and anonymous reporting of employee concerns about such practices.

[Whistleblower Policy](#)

Insider Trading Policy

U.S. federal laws prohibit trading securities based on material nonpublic information and require maintaining trust and confidence. Violating these laws can damage investor trust, harm MakeMyTrip's reputation and result in serious consequences, including dismissal or criminal and civil charges. This Insider Trading Compliance Policy applies to all officers, directors, employees and certain designated individuals. Covered Persons must not trade securities of any company while possessing material nonpublic information or share such information, except as per the Company's confidential information policies. The Compliance Officer oversees the policy's administration and

should be consulted for guidance on transactions.

[Insider Trading Policy](#)

Privacy Policy

We protect user privacy and maintain the confidentiality of personal information provided by users. Our Privacy Policy outlines the practices MMT and its affiliates follow for handling and securing user information across all customer interface channels, including the website, mobile app and offline channels like call centers and offices. The policy applies to all users who purchase, intend to purchase, or inquire about MMT's products or services. For users outside India, the policy highlights that personal data will primarily be processed in India or other jurisdictions where MMT's partners operate. By consenting to this policy, users explicitly agree to this data processing. Users can withdraw consent by contacting privacy@go-mmt.com, though this may affect MMT's ability to provide services.

[Privacy Policy](#)

Risk Management Framework

The travel and tourism industry is evolving rapidly across the globe, with an evolving risk landscape that requires adequate monitoring and management. At MakeMyTrip Limited, we understand that effective risk management is crucial in protecting stakeholder value, maintaining operational continuity, and achieving long-term business objectives. Our approach is designed to be proactive and comprehensive, embedding risk management across all levels of the organization.

At MMYT, risk management is overseen by a team comprising members from our Legal and Finance departments, who continuously monitors and assesses risks. This team regularly evaluates the potential impact and severity of various risks, leveraging insights from senior management, industry practices, and external advisors. The risk landscape is constantly evolving, and so are our responses and actions towards the same.

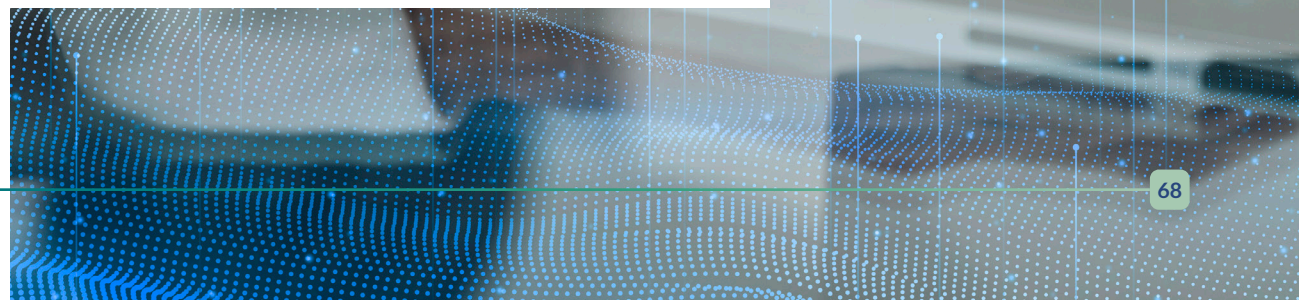
Identification & Evaluation of Risks

Risk identification is the first and most important step in our practice framework. This process is dynamic, allowing us to anticipate emerging threats alongside known risks. Our risk identification approach includes inputs from multiple business functions, management teams, external advisors, and industry insights. The risks are evaluated according to their likely impact on our businesses and the operations. By evaluating internal and external factors, we ensure that the most significant risks are recognized early and managed appropriately.

Identification & Evaluation

Mitigation

Monitoring & Review



Key risks identified across MMYT include:



Industry-Related Risks:

The global travel and tourism industry is susceptible to multiple external shocks, such as economic downturns, market competition, pandemics, and over-reliance on third-party service providers. These factors can create volatility in demand and supply, directly affecting our business



Operational Risks in India:

- **Regulatory Framework:** Changes in regulations, tax laws, or government policies that could impact the operations. We encourage employees to avoid conflicts of interest and uphold ethical business practices
- **Technology Disruptions:** As a technology-driven company, MMYT faces risks related to cyberattacks, data breaches, and IT system failures
- **Natural Disasters & Disruptions:** Natural calamities, such as floods or earthquakes, as well as political or social unrest in tourist destinations, pose operational challenges

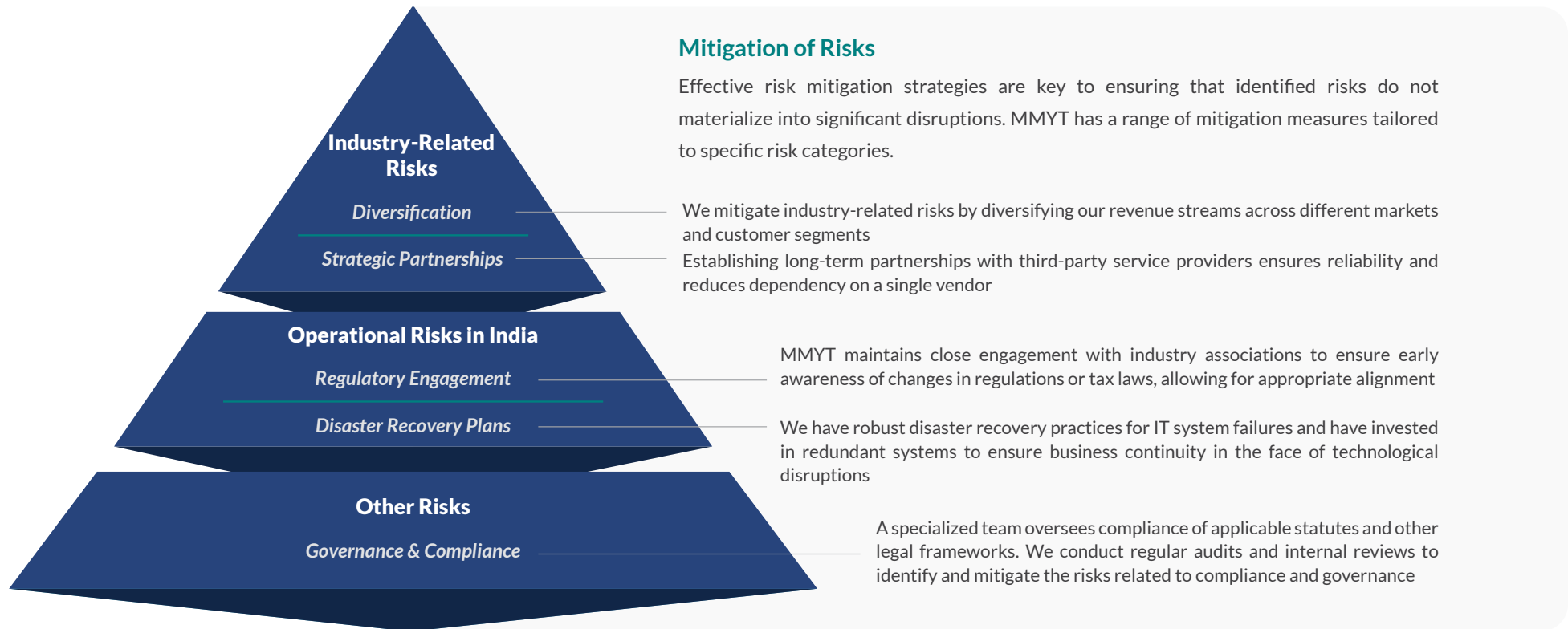


Other Risks:

This includes our investments in Mauritian companies, which are subject to specific regulations, as well as compliance with U.S. securities laws, presenting international legal risks. Additionally, global and local tax compliance complexities add to the risk profile



Once identified, each risk is thoroughly evaluated in terms of its potential impact and likelihood. This helps MMYT prioritize risks and focus resources on the most critical areas. Through discussions with experts and senior management, we evaluate the likelihood of a risk occurring and its potential impact on operations, reputation, and stakeholder trust.



Mitigation of Risks

Effective risk mitigation strategies are key to ensuring that identified risks do not materialize into significant disruptions. MMYT has a range of mitigation measures tailored to specific risk categories.

Monitoring and Review

Risk management at MMYT is a continuous process that involves regular monitoring, evaluation, and review. The Legal & Finance teams, alongside senior management, are

responsible for tracking changes in the risk environment. This includes reviewing the effectiveness of mitigation strategies, identifying new risks, and adjusting risk priorities as needed.

By embedding risk management into the core operations, MMYT ensures resilience against uncertainties and prepares the business for future challenges. This approach safeguards our stakeholders' interests,

protects the company's financial health, and secures our long-term sustainability.

Data Privacy and Cybersecurity

Companies worldwide are facing increasing regulatory pressures to protect sensitive personal information and maintain robust security measures. MakeMyTrip remains steadfast in upholding stringent data privacy and cybersecurity procedures to safeguard our digital assets and customer data. The Company's security protocols and data protection policies align with international standards, ensuring compliance across jurisdictions.

Enhanced Data Privacy and Cybersecurity Framework

We have significantly upgraded our data privacy and cybersecurity efforts, driven by the surge in online transactions and the evolving regulatory landscape. Recognising the critical need to protect customer data, MMT has implemented a comprehensive

data security framework that includes advanced encryption and authentication technologies to secure the transmission of personal information over the internet. Specifically, all confidential data is protected using AES 256 encryption, covering data in transit and at rest.

MakeMyTrip employs network segmentation and access controls to create additional layers of protection, preventing potential breaches from spreading across systems. In collaboration with third-party providers, our Information Security Team maintains rigorous security protocols designed to prevent unauthorised access to systems. Regular internal and external audits are conducted every six months to assess and enhance the effectiveness of these security measures.

MMT's travel portals in India comply with the Payment Card Industry Data Security Standard (PCI-DSS), which enhances the security of payment account information.

Certified to ISO 27001

MakeMyTrip is committed to safeguarding the privacy and security of our customers' data. As a testament to this commitment, we have achieved ISO 27001 certification, an internationally recognized standard for information security management systems. This certification reflects our robust security practices and our dedication to protecting sensitive information. By adhering to the rigorous standards of ISO 27001, we ensure the confidentiality, integrity and availability of our customers' data.

Compliant with Europe's GDPR

MakeMyTrip complies with Europe's General Data Protection Regulation (GDPR), which imposes stringent data protection requirements. We have augmented our data handling processes to meet GDPR standards, ensuring that personal data is collected, processed and stored securely. This includes implementing strong data protection measures, timely reporting of data breaches

and facilitating data portability and the right to be forgotten for customers.

MMT performs Data Protection Impact Assessments (DPIAs) for new projects to identify and mitigate privacy risks. The company also conducts regular training sessions on GDPR compliance and data privacy best practices for employees.

Encompassing the California Privacy Regulations

MakeMyTrip adapts to California's state-specific privacy law, the California Consumer Privacy Act (CCPA), within the US. The CCPA grants California residents the right to know what personal data is being collected, the right to request deletion of their data and the right to opt out of data sales. MMT has implemented a comprehensive privacy policy to comply with the CCPA, ensuring users can easily manage their data.

Digitisation, Innovation & Technology

Innovation at MMT's Core



AI-Powered Chatbots

MakeMyTrip has introduced AI-powered chatbots to help users with personalised travel solutions, booking processes and travel queries. These chatbots use generative AI to provide real-time assistance, greatly improving user engagement and satisfaction.



Real-Time Personalisation

MakeMyTrip uses data science and machine learning to offer real-time personalisation to users. By analysing users' behaviour, preferences, past searches and journeys, the platform provides curated travel recommendations, ensuring a tailored experience for each traveller.



Enhanced Mobile Experience

MakeMyTrip's mobile app offers a wide range of services, including booking, real-time flight status updates, e-ticketing and refund tracking. With its user-friendly interface and advanced features, the app makes travel planning and management easy for users on the go.



Fraud Detection Systems

MakeMyTrip leverages advanced fraud detection systems to analyse transaction patterns and other data sources to prevent fraud. This ensures a safe and secure booking environment for all users.

Case study

Elevating Flight Travel through Flexibility & Personalisation

At MakeMyTrip, we aim to transform travel experiences through innovative solutions tailored to our customers' evolving needs. Recognising the challenges flight passengers face in India, we introduced tech-driven features to make flight travel more flexible, personalised and customer-centric.

In the highly competitive and commoditised domestic flight market, passengers often struggle with rigid travel plans, high cancellation charges and inflexible date change policies. At MMT, we leveraged our technology and data science capabilities to address these issues, giving our customers greater control and peace of mind during their travel planning.

Innovative Features Introduced by MakeMyTrip

i. Zero Cancellation:

We introduced the Zero Cancellation feature, which allows users to cancel their booking for any reason up to 24 hours before departure and receive a full fare refund by paying a nominal upfront fee. This feature provides flexibility and removes the financial risk associated with uncertain travel plans.

ii. Free Date Change:

Our Free Date Change feature enables users to reschedule their domestic flights without incurring any penalties. This offering can be utilised up to 2-3 hours before departure (depending on the itinerary), allowing passengers to adjust their travel plans without additional fees.

iii. Flexifly:

Flexifly is a versatile product that allows users to choose between cancellation or date change based on their needs. Users pay an upfront fee for either option, making their travel experience more flexible and personalised.

These features have significantly improved our customers' flight travel experience. By offering flexible options that reduce financial risks and cater to their personalised needs, we want to ensure that our customers enjoy a seamless and stress-free travel experience, driving both value and customer satisfaction.



Annexure



Sustainability Dashboard

Environmental

Key Performance Indicator	Unit	FY 2023-24
GRI 302: Energy		
Total Energy Consumption	GJ	13171.32
Breakdown of Energy Consumption: Electricity		
Non-renewable Energy	GJ	12706.19
Renewable Energy	GJ	371.8
GRI 305: Emissions		
Total GHG Emissions (Scope 1 + Scope 2)	tCO ₂ e	2533.21
Scope 1 Emissions	tCO ₂ e	6.38
Scope 2 Emissions	tCO ₂ e	2526.83
Emission Intensity per employee	tCO ₂ e/employee	0.65

Social

Entity	Unit	Male	Female	Gender Not Disclosed	Total Employees
GRI 2-7: Details of Total Employees based on Gender					
MakeMyTrip India Private Limited	Number	1882	512	1	2395
redBus India Private Limited	Number	584	223	0	807
Bitla Software Private Limited	Number	235	57	0	292
Quest2Travel.com India Private Limited	Number	245	129	0	374
TripMoney Fintech Solutions Private Limited	Number	11	2	0	13
Total gender wise	Number	2957	923	1	3881

Entity	Unit	Male	Female	Gender Not Disclosed	Total Employees
GRI 401-1: New employee hires					
MakeMyTrip India Private Limited	Number	546	172	1	719
redBus India private Limited	Number	122	45	0	167
Total gender wise	Number	668	217	1	886

Key Performance Indicator	Unit	FY 2023-24
GRI 404-1: Average hours of training- Employees*		
Total number of training hours in the reporting year	Hours	27933
Total number of employees	Number	3202
Average training hours per year per employee	Hours	8.72
Employee Volunteering		
Total number of hours volunteered in the reporting year	Hours	1200

* The average employee training hours is calculated for MakeMyTrip India Private Limited & redBus India Private Limited

Governance

Key Performance Indicator	Unit	FY 2023-24
GRI 418: Customer Privacy		
Complaints received from outside parties and substantiated by the organization	Numbers	0
Complaints from regulatory bodies	Numbers	0
Total number of complaints	Numbers	0

GRI Content Index

GRI Disclosure	Indicator	Disclosures	Page Number
General Disclosures	2-1	Organizational details	09-11
GRI 2: General Disclosures	2-2	Entities included in the organization's sustainability reporting	04
2021	2-3	Reporting period, frequency and contact point	04
	2-5	External assurance	04
	2-6	Activities, value chain and other business relationships	12-13
	2-7	Employees	75
	2-9	Governance structure and composition	64-65
	2-11	Chair of the highest governance body	64
	2-12	Role of the highest governance body in overseeing the management of impacts	64
	2-13	Delegation of responsibility for managing impacts	64
	2-14	Role of the highest governance body in sustainability reporting	17
	2-15	Conflicts of interest	US SEC Form 20-F , 109
	2-17	Collective knowledge of the highest governance body	65
	2-22	Statement on sustainable development strategy	17
	2-23	Policy commitments	66-67
	2-24	Embedding policy commitments	66-67
	2-26	Mechanisms for seeking advice and raising concerns	67
	2-27	Compliance with laws and regulations	US SEC Form 20-F , 62
	2-28	Membership associations	13
	2-29	Approach to stakeholder engagement	18-19

GRI Disclosure	Indicator	Disclosures	Page Number
Material Topics	3-1	Process to determine material topics	20
GRI 3: Material Topics 2021	3-2	List of material topics	20-21
	3-3	Management of material topics	24, 25, 28, 32, 38-39, 41, 47, 50, 56, 64, 71, 72
Economic GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	15
Energy GRI 302: Energy 2016	302-1	Energy consumption within the organization	25
Emissions GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	24
	305-2	Energy indirect (Scope 2) GHG emissions	24
Employment GRI 401: Employment 2016	401-1	New employee hires	76
Occupational Health & Safety GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health	38
Training and Education GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	76
	404-2	Programs for upgrading employee skills and transition assistance programs	39-40
Local Communities GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programs	57-59
	413-2	Operations with significant actual and potential negative impacts on local communities	56
Customer Privacy GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	76

SASB Index

Code	Topic	Metric	Category	Unit of Measure	GRI mapping	Page Number
TC-IM-130a.1	Environmental Footprint of Hardware Infrastructure	Total energy consumed	Quantitative	Gigajoules (GJ)	GRI 302: Energy 2016	25
TC-IM-130a.1		Percentage grid electricity	Quantitative	Percentage (%)	GRI 302: Energy 2016	25
TC-IM-130a.1		Percentage renewable	Quantitative	Percentage (%)	GRI 302: Energy 2016	25
TC-IM-230a.1	Data Security	Number of data breaches	Quantitative	Number	GRI 418: Customer Privacy 2016	76
TC-IM-230a.1		Percentage that are personal data breaches	Quantitative	Percentage (%)	GRI 418: Customer Privacy 2016	76
TC-IM-230a.1		Number of users affected	Quantitative	Number	GRI 418: Customer Privacy 2016	76
TC-IM-230a.2		Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	-	GRI 418: Customer Privacy 2016	71

Assurance Statement



BDO India LLP
The Palm Springs Plaza
Office No. 1501-8, 15th Floor
Sector-54, Golf Course Road
Gurgaon-122001, Haryana
INDIA

Independent Assurance Statement

To

Make My Trip Limited,
IQ EQ Corporate Services (Mauritius) LTD,
33 Edith Cavell Street,
Port Louis, 11324, Mauritius

Independent Assurance Statement on non-financial disclosures in Sustainability Report (SR) for the financial year 2023-24.

Introduction and objective of engagement

Make My Trip Limited (the 'Company') has developed its Sustainability Report 2023-24 ('SR' or 'the Report') based on the 'with reference to' criteria of the Global Reporting Initiative (GRI 2021). The Report is titled 'Catalyzing Change: Towards a sustainable future for tourism'.

BDO India LLP (BDO) was engaged by the Company to provide independent assurance on non-financial sustainability disclosures in the Report for the period 1st April 2023 to 31st March 2024.

The Company's responsibilities

The content of the Report and its presentation are the sole responsibilities of the Management of the Company. The Company's Management is also responsible for the design, implementation, and maintenance of internal controls relevant to the preparation of the Report, so that it is free from material misstatement.

BDO's responsibility

BDO's responsibility, as agreed with the Management of the Company, is to provide assurance on the non-financial information of the Report as described in the 'Scope & boundary of assurance' section below. We do not accept or assume any responsibility for any other purpose or to any other person or organization. Any reliance a third party may place on the Report is entirely at its own risk.

Assurance standard and criteria

We conducted the assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), "Assurance Engagements Other than Audits or Reviews of Historical Financial Information". We applied the criteria of 'Limited' Assurance.

Scope & boundary of assurance

Our assurance scope covers non-financial information of the Report, pertaining to the performance of the India operations of the Company for the period 1st April 2023 through 31st March 2024.

Assurance methodology

Our assurance process entailed conducting procedures to gather evidence regarding the reliability of the disclosures covered in the 'Scope and boundary of assurance'.

We conducted a review and verification of data collection, collation, and calculation methodologies, and a general review of the logic of inclusion/omission of relevant information/data in the Report. Our review process included the following steps:

- Evaluation and assessment of the appropriateness of the quantification methods used to arrive at the non-financial/sustainability information of the Report;
- Review of consistency of data/information within the Report as well as between the Report and source;
- Engagement through discussions with personnel at corporate level who are accountable for the data and information presented in the Report;
- Execution of an audit trail of claims and data streams, to determine the level of accuracy in collection, transcription, and aggregation;
- Review of data collection and management procedures, and related internal controls.

We used our professional judgement as Assurance Provider and applied appropriate risk-based approach, for determining sample for review of non-financial information for verification. The reviews were conducted at Client's office in Gurgaon, where information and evidences were made available to us.



Inherent Limitations

There are inherent limitations in an assurance engagement, including, for example, the use of judgment and selective testing of data. Accordingly, there are possibilities that material misstatements in the sustainability information of the Report may remain undetected.

Exclusions

The assurance scope specifically excludes:

- Data and information outside the defined reporting period (1st April 2023 to 31st March 2024);
- Review of the 'economic and/or financial performance indicators' included in the Reports or on which reporting is based; we have been informed by the Company that these are derived from the Company's audited financial records;
- The Company's statements and claims related to any topics other than those listed in the 'Scope and boundary of assurance';
- The Company's statements that describe qualitative/quantitative assertions, expression of opinion, belief, inference, aspiration, expectation, aim or future intention.

Our observations

We observed that the Company has disclosed limited indicators for material topics of water and waste management, and information on some topics have not been covered for all entities within the boundary of the Report. While we noted that such exclusions are appropriately captured in the Report, which is the first sustainability disclosure of the Company, going forward, inclusion of such information will make the Report more comprehensive. Additionally, the Company may consider augmented processes for data management and internal verification for enhancing accuracy and auditability of reported information.

Our above observations, however, do not affect our conclusion regarding the Report.

Our conclusions

Based on the procedures performed, nothing has come to our attention that causes us not to believe that the disclosures of the Company are presented fairly as per the applied reporting standard.

Our assurance team and independence

BDO India LLP is a professional services firm providing services in Advisory, Assurance, Tax, and Business Advisory Services, to both domestic and international organizations across industry sectors. Our non-financial assurance practitioners for this engagement are drawn from a dedicated Sustainability and ESG Team in the organization. This team is comprised of multidisciplinary professionals, with expertise across the domains of sustainability, global sustainability reporting standards and principles, and related assurance standards. This team has extensive experience in conducting independent assurance of sustainability data, systems, and processes across sectors and geographies. As an assurance provider, BDO India LLP is required to comply with the independence requirements set out in the International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants. Our independence policies and procedures ensure compliance with the Code.

For BDO India LLP

Dipankar Ghosh
Partner & Leader | Sustainability & ESG
Business Advisory Services
Gurugram, Haryana
14 Oct 2024

Safe Harbor Statement

This Report contains certain statements concerning MMT's sustainability programs that constitute forward-looking statements, as defined in the safe harbor provisions of the U.S. Private Securities Litigation Reform Act of 1995. These forward-looking statements are based on MMT's current expectations, assumptions, estimates and projections about MMT, its industry and global environmental and social developments. These forward-looking statements are subject to various risks and uncertainties. Generally, these forward-looking statements can be identified by the use of forward-looking terminology such as "may", "will", "expect", "anticipate", "aim", "estimate", "intend", "plan", "believe", "potential", "continue", "is/are likely to", "project", "seek", "should" or other similar expressions. Such statements include, among other things, the Company's sustainability programs, goals and prospective future sustainability performance.

Forward-looking statements involve inherent risks and uncertainties. A number of important factors could cause actual results to differ materially from those contained in any

forward-looking statement. Potential risks and uncertainties include, but are not limited to, risks associated with climate change, the possibility of increased costs associated with evolving sustainability reporting standards and metrics, a slow-down of economic growth in India and the global economic downturn and general declines or disruptions in the travel industry. For more details on risks related to our business, please refer to "Risk Factors" section of the Company's [Form 20-F](#) filed with the United States Securities and Exchange Commission on July 2, 2024, more specifically risks related to ESG and climate change with below captions:

1. Increased Focus on Our Environmental, Social and Governance ("ESG") Responsibilities May Result in Additional Costs and Risks. (refer Page 28 of Form 20-F)
2. Climate Change May Have An Adverse Impact On Our Business. (refer Page 28 of Form 20-F)

All information provided in this Report is provided as of the date of issuance of this Report and we do not undertake any obligation to update any forward-looking statement, except as required under applicable law.

About MakeMyTrip Limited

MakeMyTrip Limited is India's leading travel group operating well-recognized travel brands including MakeMyTrip, Goibibo and redBus. Through our primary websites www.makemytrip.com, www.goibibo.com, www.redbus.in and mobile platforms, travellers can research, plan and book a wide range of travel services and products in India as well as overseas. Our services and products include air ticketing, hotel and alternative accommodations bookings, holiday planning and packaging, rail ticketing, bus ticketing, car hire and ancillary travel requirements such as facilitating access to third-party travel insurance, foreign exchange and visa processing.



Our Path Forward...

As we move forward, MakeMyTrip remains resolute in its commitment to embedding sustainability into the core of our business operations. Our focus is on establishing a robust framework for our Environmental, Social and Governance (Sustainability) strategy, which is crucial in steering our efforts towards a more sustainable future.

Our current activities centre around crafting a clear and compelling sustainability vision that embodies our dedication to responsible business practices. This vision serves as a guiding light, shaping our actions and decisions as we navigate the complexities of the travel industry. By aligning our corporate objectives with sustainable principles, we aim to generate long-term value for our stakeholders, including customers, employees, investors and the communities we serve.

A vital element of our forward-looking strategy is the enhancement of our corporate governance structure. We recognise that effective governance is essential for ensuring accountability and transparency at all levels of our organisation. To this end, we are delineating detailed roles and responsibilities that empower our leadership team and employees to actively contribute to our sustainability goals. By fostering a culture of responsibility and ethical conduct, we aim to build trust and credibility with our stakeholders.

In pursuit of excellence, we are committed to tracking and defining key performance indicators (KPIs) that measure our progress in achieving our sustainability objectives. These KPIs provide us with valuable

insights into our performance, enabling us to identify areas for improvement and celebrate our successes. By regularly monitoring these indicators, we can ensure that our efforts align with our strategic goals and make data-driven decisions that drive continuous improvement.

Setting ambitious targets is another critical aspect of our path forward. We understand that to make a significant impact, we must challenge ourselves to go beyond compliance and set high standards for our sustainability performance. Our targets are designed to push the boundaries of what is possible, inspiring us to innovate and find creative solutions to the challenges we face. By striving for excellence, we aim to lead by example and inspire others to join us in our sustainability journey.

To ensure that our ambitions translate into tangible results, we are developing a comprehensive roadmap that outlines the steps we need to take to achieve our goals. This roadmap serves as a strategic guide, detailing the initiatives and projects that will drive our sustainability strategy forward. By setting clear milestones and timelines, we can track our progress and hold ourselves accountable for delivering on our commitments.

As we advance, collaboration and partnership will be key to our success. We are actively engaging with stakeholders across our value chain to foster dialogue and collaboration on sustainability issues.

By working together, we can leverage our collective expertise and resources to drive meaningful change and create a more sustainable travel ecosystem.

In conclusion, MakeMyTrip is committed to building a sustainable future through a well-defined sustainability strategy, robust corporate governance and a culture of continuous improvement. We are excited about the journey ahead and are confident that our efforts will create lasting value for our stakeholders and the communities we serve. Thank you for your interest and support as we work towards a better tomorrow.

On Sustainability Team & Contact

Our dedicated Sustainability Team plays a crucial role in implementing our sustainability strategy and driving impactful initiatives across our organization. For any inquiries or feedback regarding our efforts, please reach out to us at our email: sustainability@makemytrip.com.

Thank you

for your interest and support in our journey toward excellence.



MakeMyTrip Limited

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To offer comments and suggestions about this
report, contact us at
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Date of publication:

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