September 07, 2026 LTTL/L&S/2026-27/09/03

To,

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

The Listing Department,
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001
Maharashtra, India

Dear Sir/ Madam,

Sub : Announcement under Regulation 34 and other applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 - Business Responsibility and Sustainability Report of the Company for the financial year 2025-26

Ref : Le Travenues Technology Limited (the "Company")

BSE Scrip Code: 544192 and NSE Symbol: IXIGO

In compliance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report of the Company for the financial year 2025-26.

The Business Responsibility and Sustainability Report will also be available on the website of the Company at https://investors.ixigo.com/.

This is for your information and records.

Thank you,

For Le Travenues Technology Limited

SURESH KUMAR BHUTANI
Digitally signed by SURESH KUMAR BHUTANI
Date: 2026.09.07 18:29:15 +05'30'

Suresh Kumar Bhutani
(Group General Counsel, Company Secretary & Compliance Officer)

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Corporate Identity Number (CIN) of the Listed Entity	L63000HR2006PLC071540
Name of the Listed Entity	Le Travenues Technology Limited
Year of incorporation	2006
Registered and Corporate office address	Second Floor, Veritas Building, Sector - 53, Golf Course Road, Gurugram - 122 002, Haryana, India.
E-mail	secretarial@ixigo.com
Telephone	0124 - 6682111
Website	www.ixigo.com
Financial year for which reporting is being done	FY 2025-26
Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
Paid-up Capital	₹438,183,527
Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Suresh Kumar Bhutani Group General Counsel, Company Secretary & Compliance Officer Tel. No. 0124 - 6682111 Email: secretarial@ixigo.com
Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone
Name of assessment or assurance provider	Not applicable
Type of assessment of assurance obtained	Not applicable

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1	Support service to Organizations	Travel agency and tour operators	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Ticketing revenue	79110	91.32
2	Advertising revenue	73100	5.91
3	Other operating revenue	79110	2.77

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	NA	3	3
International	NA	-	-

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States) International (No. of Countries)	The Company operates as an Online Travel Agency, accessible to customers in both domestic and international markets.

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

0.83%

c. A brief on types of customers

Le Travenues Technology Limited serves a wide and diverse spectrum of customers across both B2C and B2B segments through its comprehensive online travel agency platforms and B2B travel distribution systems.

1. **Retail (B2C) Customers**

   Our B2C customers include individual travelers across India, spanning urban, semi-urban, and rural geographies. These customers typically use our platforms ixigo, Confirmtkt, and AbhiBus to plan, book, and manage their journeys across various transportation modes such as trains, flights, and buses, along with accommodations and cab services. With the increasing adoption of digital services across India, our customer base comprises both new and experienced internet users, including a growing number of digitally empowered travelers seeking simple, seamless, and technology-driven travel booking experiences. Our platforms offer travel utility tools such as PNR status updates, train confirmation predictions, real-time running status, pricing alerts, and automated customer support, enhancing the experience and convenience for all types of travelers.

2. **Business (B2B) Customers**

   Under our brand "Travel Super Mall" we cater to B2B customers including travel agents and tour operators. This segment is served through a dedicated travel distribution platform that offers real-time pricing, seamless booking capabilities, and access to a wide inventory of travel products such as flights, hotels, buses, and travel insurance. Our B2B customers are located across key metropolitan hubs like New Delhi, Mumbai, Chennai, and Kolkata, and rely on our technology-driven solutions to efficiently serve their end customers.

IV. Employees

20. Details as at the end of Financial Year 2025-26

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
		EMPLOYEES				
1.	Permanent (D)	624	515	82.53	109	17.47
2.	Other than Permanent (E)	241	86	35.68	155	64.32
	Total employees (D + E)	**865**	**601**	**69.48**	**264**	**30.52**
		WORKERS				
1.	Permanent (F)	-	-	-	-	-
2.	Other than Permanent (G)	-	-	-	-	-
	Total workers (F + G)	**-**	**-**	**-**	**-**	**-**

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
		DIFFERENTLY ABLED EMPLOYEES				
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
	Total differently abled employees (D + E)	**-**	**-**	**-**	**-**	**-**
		DIFFERENTLY ABLED WORKERS				
1.	Permanent (F)	-	-	-	-	-
2.	Other than Permanent (G)	-	-	-	-	-
	Total differently abled workers (F + G)	**-**	**-**	**-**	**-**	**-**

21. Participation/ Inclusion/ Representation of women

	Total (A)	No.	Percentage of Females
		No. (B)	% (B / A)
Board of Directors	9	1	11.11
Key Management Personnel*	4	-	-

*Note: Key Managerial Personnel excludes Managing Director & Group CEO and Director & Group Co-CEO who are already included in the Board of Directors.

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

Category	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.01%	32.51%	17.33%	21.38%	39.39%	24.97%	22.99%	31.28%	24.75%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company? (Yes/No)
1.	Ixigo Europe, S.L.	Wholly Owned subsidiary	100.00%	No
2.	IXIGO PTE. LTD.	Wholly Owned Subsidiary	100.00%	No
3.	Zoop Web Services Private Limited	Subsidiary	62.00%	No
4.	Online Travel Solutions, S.L.	Step-down Subsidiary	60.00%	No
5.	Squad As A Service, S.L.	Associate	45.02%	No
6.	Freshbus Private Limited	Associate	25.66%	No

The Company does not have any holding or joint venture company.

VI. CSR Details

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No): No, as per the audited financial statements, the Company does not have average net profits during the three immediately preceding financial years, requiring the Company to spend at least two percent thereof in compliance with the provisions of sub-section (5) of Section 135 of the Act.

ii. Turnover (in ₹): 12,075.07 million

iii. Net worth (in ₹): 19,829.18 million

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes, https://investors.ixigo.com/governance/#grievances	1	1	The Company received one complaint under the Vigil Mechanism, which has been resolved as of the date of this Report.	-	-	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes, https://investors.ixigo.com/governance/#grievances	-	-	NA	-	-	NA
Shareholders	Yes, https://investors.ixigo.com/governance/#grievances	-	-	NA	396	-	These complaints were mainly received during the period of initial public offering by the Company.
Employees and workers	Yes, the Company has in place Whistle Blower/ Vigil Mechanism. https://investors.ixigo.com/	-	-	NA	-	-	NA
Customers	Yes, https://www.ixigo.com/support	6,53,307	703	During the year, 6,54,324 complaints were resolved. The remaining 703 complaints were received shortly before the close of the financial year, majority of which have since been resolved.	4,60,406	1,720	During the year, 4,58,686 complaints were resolved. The remaining 1,720 complaints were received shortly before the close of the financial year, majority of which have since been resolved.
Value Chain Partners	NA	NA			NA		

*NA Stands for 'Not Applicable'

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

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

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Cybersecurity and data protection	R	High dependency on digital infrastructure and data handling increases exposure to cyber threats, risking data breaches, regulatory non-compliance and reputational harm. The Digital Personal Data Protection (DPDP) Act, 2023 now imposes enforceable obligations on data fiduciaries, further elevating compliance risk.	Implementation of ISO 27001:2022 ISMS, PCIDSS 4.0, SOC monitoring, data encryption, MFA, employee awareness programs and regular VAPT security audits. Active DPDP Act compliance programme including consent management, data principal rights framework and vendor data processing agreements. Security is further strengthened through secure software development practices, incident response and business continuity processes and phishing simulation programs, and third-party/vendor risk assessments.	**Negative** - Potential legal penalties, breach remediation costs, reputational damage and possible revenue loss.

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Business ethics and governance	R	Strong ethical conduct and transparent governance are foundational to long-term value creation. Weaknesses in governance, related-party transactions, conflicts of interest, or integrity lapses may undermine investor confidence and expose the company to reputational and legal risks.	Code of Conduct and Ethics rolled out, whistle-blower mechanisms in place, Board oversight of governance matters, including ethics, compliance and related-party transactions.	**Negative** – Legal liabilities, regulatory penalties, and erosion of stakeholder trust in case of governance lapses. **Positive** – Higher investor confidence and long-term sustainability from strong governance practices.
3	Human capital development	O	Building a skilled, engaged, and future-ready workforce is critical for innovation and service excellence. Inadequate investment in employee growth can impact productivity, retention and competitive advantage.	-	**Positive** – Higher retention, enhanced productivity, and a resilient workforce aligned with business growth. **Negative** – Risk of attrition and skill gaps if development is not prioritized.
4	Diversity, Equity, and Inclusion (DEI)	O	A diverse and inclusive workforce enhances innovation, talent retention and brand perception.	-	**Positive** – Higher productivity, better employer branding and enhanced employee morale.
5	Customer trust and service quality	O	Consistently high service standards and transparent operations strengthen customer loyalty and retention, giving a competitive advantage in a crowded OTA market.	-	**Positive** – Higher customer retention, improved NPS, stronger brand equity and revenue growth from repeat transactions.
6	Responsible use of Artificial Intelligence	R/O	ixigo increasingly deploys AI/ML across search, pricing, recommendations and customer support. Unchecked or biased AI outputs could harm customers, attract regulatory scrutiny, or create reputational risk; conversely, responsible AI adoption presents a significant competitive and efficiency opportunity.	AI governance framework with human oversight for high-stakes decisions, bias testing of recommendation and pricing algorithms, transparency disclosures for AI-assisted services, and regular internal audit coverage of AI controls.	**Positive** – Efficiency gains, personalisation uplift and competitive differentiation. **Negative** – Business risk, Compromise on data privacy, Regulatory risk, customer harm and reputational damage from AI failures or biased outputs.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	N	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	N	Y	Y	Y	Y	N	Y	Y
c. Web Link of the Policies, if available	https://investors.ixigo.com/governance/#policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	Y	N	Y	Y

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	• ISO 27001 - ICS (International Certification Services Pvt. Ltd.) • PCI-DSS - SISA • VAPT Assessments - by CERT-in empanelled security services vendor (WeSecureApp)								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company remains steadfast in its commitment to full regulatory compliance, with a target of zero instances of non-compliance. It is dedicated to providing a safe and secure working environment for all employees. The Company maintains a strict policy against the employment of child and forced labour and is fully committed to upholding human rights, ensuring zero tolerance for any violations across its operations.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company is expected to formulate specific goals and targets and commence tracking and evaluating its performance against these parameters in the coming years.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At ixigo, we view Corporate Governance as an ongoing journey of continuous improvement aimed at enhancing long-term value creation. Upholding the highest standards of governance is integral to the sustainability and resilience of our business. Our operations are conducted with integrity, in the best interests of the Company and its stakeholders, and in alignment with the principles of sound governance. We remain committed to fostering a culture of transparency, accountability, and ethical conduct, while also being mindful of our broader social responsibilities.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Aloke Bajpai, Chairman, Managing Director & Group CEO								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	To strengthen its sustainability efforts, the Company may, in due course, constitute a separate ESG Committee or designate an existing Board Committee to oversee and guide ESG-related initiatives.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Director	NA	Director	Director	Director	Committee	NA	Director	Director	Quarterly	NA	Quarterly	Quarterly	Quarterly	Quarterly	NA	Quarterly	Quarterly
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Director	NA	Director	Director	Director	Committee	NA	Director	Director	Quarterly	NA	Quarterly	Quarterly	Quarterly	Quarterly	NA	Quarterly	Quarterly

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
					NA				

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	We are a consumer-centric company that manages an online web portal and mobile application under the brand name ixigo, Confirmtkt, and AbhiBus, which provides tour and travel-related services and information to its customers, including airline ticketing, train bookings, hotel reservations, bus services, and more. The Company has formulated policies for each of the principles relevant for its operations and business.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 01

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by awareness programmes
Board of Directors	7	• Business performance, operations and strategy • Quarterly results • Investment in subsidiaries • Annual operating plans and budgets • Regulatory updates • Service and product offerings • Risk Management	100%
Key Managerial Personnel	7	• Prevention of Sexual Harassment at Workplace • Code of Conduct to Regulate, Monitor and Report Trading by Designated Persons • Information Security Management System	Training/awareness programmes are made accessible to all Key Managerial Personnel.

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by awareness programmes
Employees other than BoD and KMPs	10	• Prevention of Sexual Harassment at Workplace • Code of Conduct to Regulate, Monitor and Report Trading by Designated Persons • Information Security Management System • Sales Effectiveness • Artificial Intelligence • Customer Support	Training/awareness programmes are made accessible to all relevant employees. Training on Code of Conduct to Regulate, Monitor and Report Trading by Designated Persons is made available for all the Designated Persons of the Company.
Workers	NA		

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format

Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website:

Monetary					
Particulars	**NGRBC Principle**	**Name of the regulatory/ enforcement agencies/ judicial institutions**	**Amount (In ₹)**	**Brief of the Case**	**Has an appeal been preferred? (Yes/No)**
Penalty/ fine	P1	Office of Deputy Commissioner of State Tax (SGST) Gurugram (East), Government of Haryana	₹31,04,778	The Company received a Show Cause Notice dated September 28, 2025 alleging that the Company has availed excess input tax credit in its GST returns for FY 2019-20 and the same appears recoverable from the Company along with interest and penalty. The Company has represented against the Show Cause Notice and further, received an order under Section 74 of CGST/SGST Act, 2017 read with Section 20 of IGST Act, 2017 dated March 26, 2026, alleging excess availment of Input Tax Credit (ITC) for FY 2019-20. A total demand of ₹99,82,243 was raised comprising tax of ₹31,04,778, interest of ₹37,72,687 and penalty of ₹31,04,778. The Company had a strong case on merits and filed the requisite appeal with the appropriate authorities within the prescribed time to contest the order.	Yes
Penalty/ fine	P1	Office of the Assistant Commissioner of Commercial Taxes (Audit), Bangalore, Government of Karnataka	₹1,42,485	The Company received a Show Cause Notice dated September 30, 2025, from the Office of the Assistant Commissioner of Commercial Taxes (Audit), Bangalore, alleging short payment of GST under the KGST/CGST and IGST Acts, 2017, along with interest and penalty. The notice alleged incorrect declaration of tax liability in GST returns. The Company operates an online platform for bus ticket booking and, as an e-commerce operator, discharges GST at 5% on passenger transportation services in accordance with Section 9(5) of the CGST Act (HSN 996422). The Company is also registered under other HSN codes relating to IT-enabled and online advertisement services, which attract GST at 18%. The tax authorities contended that the higher rate of 18% was applicable to passenger transportation services as well. The Company has represented against the Show Cause Notice dated September 30, 2025, pursuant to such representations, the tax authorities did not proceed with the demand as proposed in the said Show Cause Notice and, instead, issued a separate demand by revising the turnover attributable to the Karnataka e-commerce operator registration. Accordingly, the original allegations were effectively dropped, and a demand of ₹25.29 Lakhs was raised, comprising GST of ₹14.25 Lakhs, interest of ₹9.62 Lakhs, and penalty of ₹1.42 Lakhs. The Company had filed an appeal with the Office of the Joint Commissioner of Commercial Taxes in Karnataka on March 28, 2026.	Yes
Settlement	P1-P9	-			
Compounding fee	P1-P9	-			

Non-Monetary				
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	P1-P9	-		
Punishment	P1-P9	-		

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Appeal preferred against the order dated March 26, 2026 passed under Section 74 of the CGST/SGST Act, 2017 read with Section 20 of the IGST Act, 2017, in relation to alleged excess availment of input tax credit for FY 2019-20. The order raised an aggregate demand of ₹99,82,243, comprising tax of ₹31,04,778, interest of ₹37,72,687 and penalty of ₹31,04,778.	Joint Commissioner of State Tax (Appeals), Gurugram
Appeal preferred against the order/demand relating to GST liability on turnover attributable to the Company's Karnataka e-commerce operator registration, raising an aggregate demand of approximately ₹25.29 lakh, comprising GST of ₹14.25 lakh, interest of ₹9.62 lakh and penalty of ₹1.42 lakh. The appeal was filed on March 28, 2026.	Office of the Joint Commissioner of Commercial Taxes, Karnataka

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

The Company has implemented a comprehensive Anti-Bribery and Anti-Corruption Policy for individuals working for the Company, its subsidiaries, associates, and affiliates at all levels and grades, including directors, senior management, and employees. The Policy also extends to and also includes other stakeholders associated with the Company such as consultants, agents, vendors, customers etc. The Policy strictly prohibits offering, giving, soliciting, or receiving bribes, kickbacks, or any form of undue advantage whether directly or indirectly in order to secure or retain business or gain a personal or commercial benefit. The Policy is available on the website of the Company at https://investors.ixigo.com/governance/#policies.

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

Particulars	FY 2025-26	FY 2024-25
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	NA	

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

Particulars	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	NA	-	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	NA	-	NA

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not applicable

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

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	118	76

9. **Openness of business**

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.77%	0.83%
	b. Sales (Sales to related parties / Total Sales)	0.69%	0.27%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	28.85%	24.21%

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	-	-

2. **Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No)**

If Yes, provide details of the same.

Yes, the Company has implemented the Code of Conduct for its Board of Directors and Senior Management. This Code requires Directors and Senior Management to act in the best interests of the Company and to avoid any personal or professional relationships that could lead to a conflict of interest with the Company's affairs. In the event a conflict arises, it must be promptly disclosed, in accordance with the Code.

The Code of Conduct for Board of Directors and Senior Management is available on the Company's website at https://investors.ixigo.com/governance/#policies.

PRINCIPLE 02

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

Essential Indicators

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

Particulars	FY 2025-2026	FY 2024-25	Details of improvements in environmental social impacts
R&D	-	-	-
Capex	-	-	-

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

   The Company is in the process of developing formal procedures for sustainable sourcing. During FY 2025-2026, it continued to adopt environmentally responsible practices within its operations, including discontinuing the use of plastic in the office.

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

   Not applicable.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste**

   The Company operates as an Online Travel Agency in the service industry hence, does not generate any significant waste which requires recycling. The waste generated across its offices is disposed of through authorized vendors as per the required and applicable norms.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

   Not applicable.

Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
The Company operates as an Online Travel Agency in the service industry and is not engaged in any manufacturing activities. As a result, its operations have minimal environmental impact. Hence, the Company has not conducted any Life Cycle Assessment (LCA) for its services.					

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

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

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

Indicate input material	Recycled or reused input material to total material	
	FY 2025-26	FY 2024-25
The Company operates as an Online Travel Agency in the service industry and is not engaged in any manufacturing activities. Hence, it does not use any recycled or reused input material in any of its travel services related offerings.		

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

Particulars	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	The Company generates miniscule quantities of waste and is disposed of through authorized vendors as per the required and applicable norms.					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
The Company operates as an Online Travel Agency in the service industry and is not engaged in any manufacturing activities. Hence, it does not use any reclaimed products and their packaging materials in any of its travel services related offerings.	

PRINCIPLE 03

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent employees											
Male	515	515	100%	515	100%	-	-	515	100%	-	-
Female	109	109	100%	109	100%	109	100%	-	-	-	-
Total	**624**	**624**	**100%**	**624**	**100%**	**109**	**17.47%**	**515**	**82.53%**	**-**	**-**
Other than Permanent employees											
Male	86	86	100%	86	100%	-	-	86	100%	-	-
Female	155	155	100%	155	100%	155	100%	-	-	-	-
Total	**241**	**241**	**100%**	**241**	**100%**	**155**	**64.32%**	**86**	**35.68%**	**-**	**-**

*As part of our commitment to supporting working parents, our organization provides Crèche (Day Care) facilities through a reimbursement model.

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent workers											
Male	-										
Female											
Total											
Other than Permanent workers											
Male	-										
Female											
Total											

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

Particulars	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.17%	0.23%

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

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	-	NA	NA	-	NA	NA
Others – please specify	NA					

3. **Accessibility of workplaces**

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

Yes, the Company's offices are accessible to differently abled persons.

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

The Company's commitment to equal employment opportunity, including for persons with disabilities in accordance with the Rights of Persons with Disabilities Act, 2016, is set out in its Equal Employment Opportunity Policy. The Policy provides for a fair, inclusive and accessible work environment and prohibits discrimination on the basis of race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability, genetic information, age, or any other basis protected under applicable law. The Equal Employment Opportunity Policy is available on the Company's website at https://investors.ixigo.com/governance/#policies.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	
Female	100%	100%		
Total	100%	100%		

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

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees Other than Permanent Employees	• **Internal Complaints Committee:** The Internal Complaints Committee has been set up to cater to employee concerns regarding any discriminatory/harassment cases irrespective of gender. Sexual harassment related issues can be reported to posh@ixigo.com (Gurugram Location)/ posh@abhibus.com (Hyderabad Location) and posh.bangalore@ixigo.com (Bangalore location). • **Discussion with HR:** The employees have the option to have a one-on-one discussion with their HR partner or the HR head and can report issues to hr@ixigo.com. At ixigo, we believe in keeping things open and transparent. Our Open Door Policy means employees can speak up whenever employees have a concern or grievance. Besides the formal routes like talking to management, sending an email at ethics@ixigo.com or reaching out to the Internal Complaints Committee, employees can connect directly with the HR Head and Key Management Personnel through our internal communication platform, emails, or set up a face-to-face meeting whenever needed.

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

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male	-					
Female						
Total Permanent Workers						
Male	-					
Female						

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	515	469	91.07	465	90.29	The Company actively promotes awareness of health and safety among its employees through a range of initiatives aimed at building a culture of safety and preparedness across the organization. Regular training sessions and awareness programs are conducted on various health and safety topics. These include, but are not limited to, fire safety mock drills, emergency response preparedness, and workplace safety practices, ensuring that employees are well-equipped to handle potential risks effectively.				
Female	109	99	90.83	98	89.91					
Total	**624**	**568**	**91.03**	**563**	**90.22**					
Workers										
Male	-									
Female										
Total										

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	515	448	86.99	413	378	91.53
Female	109	88	80.73	94	87	92.55
Total	**624**	**536**	**85.90**	**507**	**465**	**91.72**
Workers						
Male	-					
Female						
Total						

10. Health and safety management system:

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?**

The Company formalised its occupational health and safety management framework through the implementation of an Environment, Health and Safety (EHS) Policy. The framework encompasses workplace safety protocols, emergency preparedness, fire-safety measures, employee awareness and compliance with applicable health and safety requirements. The Company also continues to maintain a Broadform Liability Insurance Policy to provide coverage against specified workplace risks and liabilities, in accordance with the terms of the policy.

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

The Company has implemented a structured framework to cultivate a safety-first culture across all levels of the organization. Through comprehensive health and safety procedures, mock drills, and awareness programs, the Company ensures that risks to employee health and safety are proactively identified, assessed, and managed. These initiatives reinforce accountability and promote adherence to established safety protocols, thereby minimizing the likelihood of workplace incidents.

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

Not applicable as the Company does not have any workers.

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

Yes. The Company provides non-occupational medical and healthcare services to its employees through a Group Health Insurance Policy. The policy includes medical insurance coverage, annual health check-ups, and online doctor consultation services, subject to the applicable terms and conditions of the policy.

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

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	NA	NA
Total recordable work-related injuries	Employees	-	-
	Workers	NA	NA
No. of fatalities	Employees	-	-
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	NA	NA

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

The Company has adopted several measures to ensure a safe and healthy workplace and implemented Environment, Health and Safety (EHS) Policy. These include the implementation of an occupational health and safety management system, safety mock drills, awareness programs, and compliance with applicable health and safety regulations. All office premises are equipped with appropriate fire safety equipment, and employees are regularly sensitized on safety protocols. The Company maintains a Broadform Liability Insurance Policy to provide coverage against potential workplace-related risks, reflecting its commitment to employee health and safety.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	NA	-	-	NA
Health & Safety	-	-	NA	-	-	NA

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	-
Working Conditions	-

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not applicable.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

(A) Employees: No*

(B) Workers: Not Applicable

*As part of its continuing efforts to strengthen employee welfare and protection, the Company introduced a Group Term Life Insurance Policy with effect from April 01, 2026 for its permanent employees.

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

The Company's supplier base primarily comprises airlines, hotels, bus operators, and railways. As these entities are required to adhere to stringent norms related to corporate governance and business responsibility, the Company assumes that they comply with these norms and ensure timely deduction and deposit of statutory dues.

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

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	-	-	-	-
Workers	NA			

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

   The Company does not facilitate any such program at present.

5. **Details on assessment of value chain partners:**

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices Working Conditions	The Company's supplier base primarily comprises airlines, hotels, bus operators, and railways. As these entities are legally required to follow strict norms related to the health and safety of their customers, employees, and workers, the Company does not conduct any external assessment of its value chain partners in this regard.

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

   Not applicable.

PRINCIPLE 04

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

Essential Indicators

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

   Stakeholders are individuals, groups, or organizations that affect and/or are affected by an entity's activities, products, services, and overall performance. ixigo identifies its key stakeholder groups through a comprehensive analysis of its internal and external environment. This includes those who are directly or indirectly dependent on ixigo's products, services, and performance, or on whom ixigo relies to operate, those to whom ixigo has existing or potential legal, commercial, operational, or ethical responsibilities, and those who can influence or impact ixigo's strategic or operational decision-making.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customer	No	• Email • SMS • In-App notifications • Website • Social Media Platforms • Newspaper • Advertisements	Continuous engagement	• Addressing customer requirements, queries, grievances, if any • Product/ Services related updates

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	• Email • Workplace Platforms • AHM • Notice Board • Website • Offsites	Continuous engagement	• Well-being • Training and awareness • Grievance redressal • Job satisfaction • Company updates • Organisational priorities
Government and Regulatory bodies	No	• Annual Report • Website	Need basis	• Statutory communications • Adherence to applicable laws and regulations
Shareholders	No	• Email • AGM/shareholder meetings • Website/Investor Relations • Annual Report • Newspaper	Continuous engagement	• Regulatory compliance • Financial performance • Business operations • New products / services
Communities	No	• Newspaper • Advertisement	Continuous engagement	Business communications/ other travel related updates
Supplier/ Service Providers	No	• Email • Calls • Meetings	Continuous engagement	Business communications
Media	No	• Media releases • Press Conferences/ Interviews • Social Media Platforms • Newspaper • Advertisement • Industry Events	Continuous engagement	Company updates/ Business Performance/ Industry insights/ Reputation positioning

Leadership Indicators

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

The management of the Company engages regularly with all its stakeholders, including shareholders, clients, consumers, suppliers, local communities, and employees. Currently, the Company communicates with internal stakeholders through one-on-one interactions, group meetings, and other communication channels on a range of economic, environmental, and social topics. External stakeholders are, at present, primarily consulted on economic matters through various modes, including virtual and in-person meetings.

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

The Company at present is seeking the consultation from stakeholders to support the identification and management of environmental, and social topics, both with the internal and external stakeholders engagement.

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

The Company has not identified any vulnerable / marginalized stakeholders groups. The future initiatives of the Company will focus on engaging with vulnerable/ marginalized stakeholder groups of the society.

PRINCIPLE 05

Businesses should respect and promote human rights

Essential Indicator

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (B)	% (D / C)
Employees						
Permanent	624	-	-	507	-	-
Other than permanent	241	-	-	197	-	-
Total Employees	**865**	**-**	**-**	**704**	**-**	**-**
Workers						
Permanent	-					
Other than permanent						
Total Workers						

Note: The Company has not conducted any specific training on human rights issues. However, the Company provides training on Code of Conduct and POSH to all of its employees during induction.

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

Category	FY 2025-26 (Current FY)					FY 2024-25 (Previous FY)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent										
Male	515	-	-	515	100%	413	-	-	413	100%
Female	109	-	-	109	100%	94	-	-	94	100%
Other than Permanent										
Male	86	-	-	86	100%	82	-	-	82	100%
Female	155	-	-	155	100%	115	-	-	115	100%
Workers										
Permanent										
Male	-									
Female										
Other than Permanent										
Male	-									
Female										

3. Details of remuneration/ salary/ wages

a. Median remuneration/ wages

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	For details, please refer to Annexure 1 forming part of the Board's Report			
Key Managerial Personnel				
Employees other than BoD and KMP	ixigo does not disclose this information due to employee confidentiality considerations			
Workers	-			

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

Particulars	FY 2025-26	FY 2024-25
Gross wages paid to females as a % of total wages	ixigo does not disclose this information due to employee confidentiality considerations	

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

Yes.

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

Please refer to point no. 6 of Essential Indicators of Principle 3.

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

Particulars	FY 2025-26			FY 2024-25		
	Filed	Pending	Remarks	Filed	Pending	Remarks
Sexual Harassment	-	-	NA	-	-	NA
Discrimination at workplace	-	-	NA	-	-	NA
Child Labour	-	-	NA	-	-	NA
Forced labor/ Involuntary labor	-	-	NA	-	-	NA
Wages	-	-	NA	-	-	NA
Other human rights related issues	-	-	NA	-	-	NA

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

Particulars	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	-	-
Complaints on POSH upheld	NA	NA

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

The Company has established mechanisms to ensure that complainants in cases of discrimination or harassment are protected from adverse consequences. Under its POSH (Prevention of Sexual Harassment) Policy, employees are encouraged to raise concerns related to harassment or discrimination without fear of retaliation, victimisation, or unfair treatment. In compliance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules framed thereunder, the Company has constituted Internal Complaints Committees (ICCs) at all its office locations to investigate and redress complaints related to sexual harassment.

In addition, the Company's Code of Conduct upholds principles of human rights and explicitly prohibits any form of discrimination or harassment based on race, religion, gender, age, nationality, or other protected characteristics. This Code is applicable across all group entities, including subsidiaries.

To support a culture of transparency and trust, employees and stakeholders are provided with multiple secure and confidential channels to report concerns or violations of the Code without fear of reprisal.

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

While human rights clauses are not presently incorporated into business agreements and contracts, the Company upholds human rights principles through its internal policies and is exploring formal inclusion of such provisions in future contractual arrangements.

10. Assessments for the year:

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

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

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

Leadership Indicators

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

   The Company did not receive any grievances or complaints regarding Human Rights principles and guidelines therefore, there were no modifications required.

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

   The Company takes concrete measures to safeguard the human rights of its employees. Human Rights due diligence has not been undertaken as of now.

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

   Yes, the Company's offices are accessible to differently abled visitors.

4. **Details on assessment of value chain partners:**

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company's supplier base primarily comprises airlines, hotels, bus operators, and railways. As these entities are required to adhere to stringent norms related to safeguarding human rights in the workplace, the Company does not consider it necessary to conduct separate assessments of its major value chain partners on these issues and expects them to adopt responsible business practices and comply with all applicable laws and regulations.
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	
Others	

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

   Not applicable.

PRINCIPLE 06

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

Essential Indicators

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources (in MJ)		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
For non - renewable resources (in MJ)		
Total electricity consumption (D)	599,538.96*	192,081.60**
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F) (in MJ)	**599,538.96**	**192,081.60**
Total energy consumed (A+B+C+D+E+F) (in MJ)	**599,538.96**	**192,081.60**
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000496510	0.0000210935

Parameter	FY 2025-26	FY 2024-25
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP[$])	0.0010099008	0.0004357915
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Notes:

*The energy consumption data for FY 2025-26 includes consumption at the Gurugram office and the Hyderabad office for the period from September 2025 to March 2026. Prior to September 2025, the Hyderabad office operated from shared commercial premises, where electricity charges were included in the overall rental cost and were not billed separately. The Hyderabad office commenced operations from a new premises in September 2025, where electricity consumption is separately metered. The Bengaluru office continues to operate from shared commercial premises, and its electricity consumption cannot be individually measured or reported.

**Electricity consumption data for FY 2024-25 pertains to the Company's Gurugram office, where metered billing was available. During FY 2024-25, the Hyderabad and Bengaluru offices operated from shared commercial premises, where electricity charges were included as part of the overall rental cost and were not billed separately. Accordingly, electricity consumption for these locations could not be individually measured or reported.

[$]The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India. For the financial years ended March 31, 2026 and March 31, 2025, the PPP conversion factor is 20.34 and 20.66, respectively.

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

No external assurance was carried out for FY 2025-26.

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

   Not Applicable.

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	3,354.26*	1,097.55**
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (In kilolitres) (i + ii + iii + iv + v)	**3,354.26***	**1,097.55****
Total volume of water consumption (In kilolitres)	**3,354.26***	**1,097.55****
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0000002778	0.0000001205
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)[$]	0.0000056501	0.0000024901
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Notes:

*For FY 2025–26, the total volume of water consumption for the Gurugram and Hyderabad offices has been estimated in accordance with the Central Ground Water Authority (CGWA) guidelines, as referred to in the Industry Standards Note on the Business Responsibility and Sustainability Report (BRSR) Core. Based on the prescribed norm of 45 litres per person per working day for offices, water consumption has been quantified by multiplying the employee attendance person-days recorded for the respective office premises by 45 litres. Accordingly, the reported consumption represents an estimated amount and not actual metered consumption. Further, Company's Bengaluru office is located in shared commercial premises and operates under a hybrid working model. Therefore, water consumption for the year cannot be measured on an actual basis or in accordance with Central Ground Water Authority (CGWA) guidelines.

**For FY 2024-25, the total volume of water consumption for the Gurugram office has been calculated in accordance with the Central Ground Water Authority (CGWA) guidelines as directed under the Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core. The Company's offices in Hyderabad and Bengaluru were located in shared commercial premises and operated under a hybrid working model. As a result, water consumption at these locations was not metered individually and cannot be measured on an actual basis or in accordance with Central Ground Water Authority (CGWA) guidelines.

[$]The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India. For the financial years ended March 31, 2026 and March 31, 2025, the PPP conversion factor is 20.34 and 20.66, respectively .

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

No external assurance was carried out for FY 2025-26.

4. **Provide the following details related to water discharged:**

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Given the nature of the Company's business operations, there is minimal water usage, and consequently, the Company does not discharge water in significant quantities.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment (I)		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No external assurance was carried out for FY 2025-26.

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

The Company has not implemented a Zero Liquid Discharge mechanism, as it operates in the service sector.

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

Parameter	Unit	FY 2025-26	FY 2024-25
NOx	As the Company operates in the service sector and occupies only office spaces, there are no significant air emissions generated from its operations.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No external assurance was carried out for FY 2025-26.

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	-	-
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	118.2424	38.2029
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO2e/₹	0.0000000098	0.0000000042

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)*	tCO2e/$	0.0000001992	0.0000000867
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India. For the financial years ended March 31, 2026 and March 31, 2025, the PPP conversion factors are 20.34 and 20.66, respectively.

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

No external assurance was carried out for FY 2025-26.

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

   The Company has not undertaken any projects focused on greenhouse gas emission reduction, given that its business as an online travel company has a limited environmental footprint.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	Due to the nature of its business operations, the Company generates only a negligible amount of non-hazardous waste. As the office spaces are located within shared commercial premises, waste generation could not be independently measured. However, all waste is disposed of through authorized vendors in compliance with applicable regulatory norms.	
Flexible Plastic Waste		
E-waste **(B)**		
Bio-medical waste **(C)**		
Construction and demolition waste **(D)**		
Battery waste **(E)**		
Radioactive waste **(F)**		
Other Hazardous waste. Please specify, if any. **(G)**		
Other Non-hazardous waste generated **(H)**. Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)-Dry waste or Wet waste (Food Waste, Tea Bags & Other Cafeteria Waste etc)		
Total (A+B + C + D + E + F + G + H)		

Parameter	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	-	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**-**	**-**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	**-**	**-**

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

No external assurance was carried out for FY 2025-26.

10. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

The Company operates as an Online Travel Agency in the service industry and is not engaged in any manufacturing activities. As a result, the Company does not use, handle, or store any hazardous or toxic chemicals in the course of its operations.

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

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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
The Company only has office spaces and has not conducted any environment impact assessment.					

13. **Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

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

Leadership Indicators

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

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

(i) **Name of the area :** Gurugram, Hyderabad, Bengaluru

(ii) **Nature of operations :** Tour and travel related services

(iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	3,354.26*	1,097.55**
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	**3,354.26***	**1,097.55****
Total volume of water consumption (in kilolitres)	**3,354.26***	**1,097.55****

Parameter	FY 2025-26	FY 2024-25
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000002778	0.0000001205
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**-**	**-**

Notes:

*For FY 2025–26, the total volume of water consumption for the Gurugram and Hyderabad offices has been estimated in accordance with the Central Ground Water Authority (CGWA) guidelines, as referred to in the Industry Standards Note on the Business Responsibility and Sustainability Report (BRSR) Core. Based on the prescribed norm of 45 litres per person per working day for offices, water consumption has been quantified by multiplying the employee attendance person-days recorded for the respective office premises by 45 litres. Accordingly, the reported consumption represents an estimated amount and not actual metered consumption. Further, Company's Bengaluru office is located in shared commercial premises and operates under a hybrid working model. Therefore, water consumption for the year cannot be measured on an actual basis or in accordance with Central Ground Water Authority (CGWA) guidelines.

**For FY 2024-25, the total volume of water consumption for the Gurugram office has been calculated in accordance with the Central Ground Water Authority (CGWA) guidelines as directed under the Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core. The Company's offices in Hyderabad and Bengaluru were located in shared commercial premises and operated under a hybrid working model. As a result, water consumption at these locations was not metered individually and cannot be measured on an actual basis or in accordance with Central Ground Water Authority (CGWA) guidelines.

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

No external assurance was carried out for FY 2025-26.

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	The Scope 3 emissions have not been estimated by the Company yet.		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

No external assurance was carried out for FY 2025-26.

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

Not applicable.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		NIL	

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

The Business Continuity & DR Plan for the Company outlines strategies to ensure operational resilience during disruptions. It covers critical business functions, risk assessments, recovery time objectives, and continuity strategies for HR, IT/Infra, Admin, and Legal. The plan details activation procedures, communication protocols, resource requirements, and mitigation strategies. It also includes documentation, review schedules, and annexures with supporting information, ensuring preparedness, compliance, and swift recovery from incidents to minimize business impact.

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

The Company's supplier base primarily comprises airlines, hotels, and bus operators. These entities operate under stringent industry regulations and environmental compliance norms applicable to their respective sectors. Hence, the Company has not conducted a formal environmental impact assessment of its value chain partners.

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

The Company's supplier base primarily comprises airlines, hotels, and bus operators. These entities operate under stringent industry regulations and environmental compliance norms applicable to their respective sectors. Hence, the Company has not conducted a formal environmental impact assessment of its value chain partners.

8. **How many Green Credits have been generated or procured:**

   a. By the listed entity

   b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners

   Not applicable

PRINCIPLE 07

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

   The Company has affiliations with four trade and industry chambers/ associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	International Air Transport Association (IATA)	International
2	Internet and Mobile Association of India	National
3	Startup Policy Forum	National
4	The Indus Entrepreneurs	International

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

Name of authority	Brief of the case	Corrective action taken
	NIL	

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
There was no public policy that was independently advocated by ixigo.					

PRINCIPLE 08

Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
Not Applicable, we have not undertaken any projects that require Social Impact Assessments (SIA)					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable, we have not undertaken any projects that require Rehabilitation and Resettlement (R&R)						

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

ixigo is committed to creating joyful travel experiences for its customers. Our customer service teams work tirelessly 24x7 to provide timely and effective support. Customers can share their feedback and complaints through ixigo's website, mobile application, and social media channels. Additionally, they can contact support directly via dedicated email addresses and phone numbers.

- https://www.ixigo.com/
- Chatbot on ixigo Android/iOS app/Web
- Support number : 01161224444/ 08068243939
- customersupport@ixigo.com / trainsupport@ixigo.com

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

Particulars	FY 2025-26	FY 2024-25
Directly sourced from MSME/ small producers	4.25%	4.19%
Directly from within India	94.45%	95.57%

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

Location	FY 2025-26	FY 2024-25
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable, we have not undertaken any projects that require Social Impact Assessments (SIA)	

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

S. No.	State	Aspirational District	Amount spent (In INR)
Not applicable			

As part of its voluntary community-engagement initiatives, the Company supported Paras Foundation through donations of stationery, clothing, sports materials and food items, and made a contribution of ₹100,000 to Sinhayana Foundation. These initiatives were not classified or reported as CSR projects and, accordingly, have not been included in the above disclosure.

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

   No, the Company does not have a preferential procurement policy considering the nature of business of the Company.

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

   Not applicable.

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

   Not applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	We do not own or acquire any intellectual property based on traditional knowledge.	Not Applicable	Not Applicable	Not Applicable

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

Name of the Authority	Brief of the case	Corrective action taken
Not applicable		

6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No of persons benefited from CSR projects	% beneficiaries from vulnerable and marginal groups
Not applicable			

PRINCIPLE 09

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

Essential indicators

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

The Company has established multiple channels through which consumers can raise complaints and share feedback, including its website, mobile application, customer care helpline number & email support, and in-app chatbot. Every complaint is acknowledged and assigned a unique reference number, enabling the customer and the Company to track it through to resolution. In cases where resolution depends on third-party partners such as airlines or payment gateways, there may be delays beyond the Company's direct control; in such instances, the Company keeps the customer informed of the status at each stage until the matter is closed. Feedback received through these channels is periodically reviewed and used to identify recurring issues and improve products, processes, and service quality.

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

Particulars	As a percentage of total turnover
Environmental and social parameters relevant to the product	The Company's supplier base primarily comprises airlines, hotels, bus operators, and railways. These entities operate under stringent industry regulations and environmental compliance norms applicable to their respective sectors. Therefore, we expect our suppliers to convey the information pertaining to the environmental and social parameters of such services to the consumers.
Safe and responsible usage	
Recycling and /or safe disposal	

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

Particulars	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	6,53,307	703	During the year, 6,54,324 complaints were resolved. The remaining 703 complaints were received shortly before the close of the financial year, majority of which have since been resolved.	4,60,406	1,720	During the year, 4,58,686 complaints were resolved. The remaining 1,720 complaints were received shortly before the close of the financial year, majority of which have since been resolved.

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

Particulars	Number	Reason for recall
Voluntary recalls	The Company operates as an Online Travel Agency in the service industry and is not engaged in any manufacturing activities. Hence, product recalls on safety issues are not applicable to it.	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, https://www.ixigo.com/about/privacy/

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

NIL

7. **Provide the following information relating to data breaches:**

    a. **Number of instances of data breaches:** NIL

    b. **Percentage of data breaches involving personally identifiable information of customers:** NIL

    c. **Impact, if any, of the data breaches -** Not Applicable

Leadership Indicators

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

    The information on the Company's services can be accessed from its website.

    - https://www.ixigo.com/
    - https://www.confirmtkt.com/
    - https://www.abhibus.com/
    - https://www.travelsupermall.com/

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

    We don't have a formal mechanism to educate our customers on this issue about safe and responsible usage of products / services. However, the terms of use are provided on our website at https://www.ixigo.com/about/terms-of-use/.

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

    Not Applicable. The Company does not provide any 'essential services' to its customers.

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

    The Company is an Online Travel Agency and does not deal with physical products. For the services offered, the Company provides all requisite information on its website and on the tickets issued to customers, in line with applicable regulatory requirements. Further, the Company conducts consumer satisfaction surveys on a regular basis to evaluate and enhance the quality of its services across its operations.