

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

S. No.	Particulars	Details
1	Corporate Identity Number (CIN) of the Company	L63040MH2005PLC158404
2	Name of the Company	Yatra Online Limited
3	Year of incorporation	2005
4	Registered office address	B2/101, 1 st Floor, Marathon Innova, Marathon Nextgen Complex, B Wing, G. Kadam Marg, Opp. Peninsula Corp Park, Lower Parel (W), Mumbai- 400013, Maharashtra, India
5	Corporate address	Gulf Adiba, Plot No. 272, 4 th Floor, Udyog Vihar, Phase -II, Sector -20, Gurugram -122008, Haryana, India
6	E-mail	investors@yatra.com
7	Telephone	Registered Office: +91 22 44357700, Corporate Office: +91 124 4591700
8	Website	www.yatra.com
9	Financial year for which reporting is being done	2024-25
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	INR 15,69,16,193 (Basis standalone financial statements)
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Darpan Batra Company Secretary and Compliance Officer Telephone: +91 124 4591700 E-mail: darpan.batra@yatra.com
13	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).	The disclosures under this report are made for Yatra Online Limited and its subsidiaries (Hereinafter referred to as "Yatra" or "We" or "Company") on a consolidated basis, unless otherwise specified.
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

II. Products/services

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

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

Note: Standalone Basis

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	Air Ticketing	79110	23.86%
2	Hotel and Packaging	79110	64.92%
3	Other operating income-Advertising revenue	73100	7.22%

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	17	17
International	NA	1	1

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Yatra Online Limited, being an online travel Company together with its subsidiaries is accessible through its website, mobile application etc. and serves customers, travel agents etc. both in national and certain international locations.
International (No. of Countries)	

b. What is the contribution of exports as a percentage of the total turnover of the entity? – 1.55% (Standalone basis)

c. A brief on types of customers

We generate revenue through three main lines of business: (1) Air Ticketing, (2) Hotels and Packages (including MICE) and (3) Other services. Sales in our Air Ticketing business are primarily made through our website, mobile applications, mobile web, and B2B2C travel agents. Sales in our Hotels and Packages business are made through our website, mobile application, mobile web, B2B2C travel agents, and call centers. We also generate revenue through the online sale of rail and bus tickets, and other ancillary travel services. The business-to-customer (B2C) category includes direct or retail customers; the business-to-business (B2B) category includes corporate clients and travel agents.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	1476	1182	80.08%	294	19.92%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	1476	1182	80.08%	294	19.92%
Workers						
4.	Permanent (F)					
5.	Other than Permanent (G)			NA		
6.	Total workers (F + G)					

b. Differently-abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	0	0	0	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)			NA		
6.	Total workers (F + G)					

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	5	1	20
Key Management Personnel	4	0	0

Note: Mr. Dhruv Shringi, Whole Time Director cum CEO has been included while calculating number of the Directors on the Board of the Director and Key Management Personnel. Ms. Neelam Dhawan had resigned as a Non – Executive Director w.e.f. 20th January 2025 and accordingly, has not been included in the count of Directors on the Board as of 31st March, 2025.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	32.05%	35.92%	32.47%	40.72%	27.60%	41%	Cumulative Turnover Rate was approximately 52% for the FY 2022-23.		
Permanent Workers	NA			NA					

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	Indicate whether holding/ Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Yatra Online, Inc.	Ultimate Holding	NA	Yatra as a group is committed towards Business Responsibility initiatives.
2	THCL Travel Holding Cyprus Limited	Holding	NA	
3	Yatra for Business Private Limited	Wholly- owned subsidiary	100%	
4	Yatra TG Stays Private Limited	Wholly- owned subsidiary	100%	
5	Yatra Corporate Hotel Solutions Private Limited	Wholly- owned subsidiary	100%	
6	Yatra Hotel Solutions Private Limited	Wholly- owned subsidiary	100%	
7	TSI Yatra Private Limited	Wholly- owned subsidiary	100%	
8	Travelco.in Private Limited	Wholly- owned subsidiary	100%	
9	Yatra Online Freight Services Private Limited	Wholly- owned subsidiary (Step-Down)	100%	
10	Globe All India Services Limited*	Wholly- owned subsidiary	100%	
11	Yatra Middle East LLC-FZ	Wholly- owned subsidiary	100%	
12	Yatra MICE and Holidays Private Limited**	Subsidiary	99%	

*The Globe All India Services Limited became the wholly subsidiary of Yatra Online Limited w.e.f. September 10, 2024 pursuant to acquisition of its 100% issued and paid-up equity share capital from Ramkrishna Forgings Limited.

**The Company has acquired an additional 49% shares of the Adventure and Nature Network Private Limited (ANN), an erstwhile JV Company, from the Snow Leopard Adventures Private Limited, the other JV partner, on 19th June, 2024 and consequently, ANN has become the subsidiary of Yatra. Further, the name of ANN was changed to Yatra MICE and Holidays Private Limited w.e.f. 7th March, 2025 and subsequently, to Yatra MICE and Holidays Limited w.e.f. 15th April, 2025, consequent upon conversion from a Private Limited to a Public Limited.

VI. CSR Details

24.

(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Not Applicable in FY 2024-25
(ii)	Turnover (in ₹):	INR 49,326 Lakhs
(iii)	Net worth (in ₹):	INR 71,667 Lakhs

Note: Standalone Basis. CSR contribution related provisions were applicable to certain subsidiaries of the Company i.e. TSI Yatra Private Limited, Yatra For Business Private Limited, Yatra TG Stays Private Limited, Yatra Hotel Solutions Private Limited and Globe All India Services Limited during the financial year 2024-25. The Total CSR contribution made by aforementioned subsidiaries was INR 49,97,715.70/- during the financial year ended March 31, 2025.

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 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, Whistle Blower Policy is in place and is accessible at link: https://s22.q4cdn.com/850749348/files/doc_downloads/ir_india/2023/whistle-blower-policy_19-03-2024-final.pdf	0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	0	0	-
Shareholders		1	0	-	78	0	-
Employees and Workers		2	2	-	3	0	-
Customers		14,475	0	-	4,115	0	-
Value Chain Partners	Further, Customers can connect, relevant information is available at https://www.yatra.com/support Investors/Shareholder can connect, relevant information is available at https://investors.yatra.com/Investor-Relations-India	0	0	-	0	0	-
Other (please specify)		-	-	-	-	-	-

*The Company has a system in place for feedback and response through formal and informal channels of communication to ensure that the stakeholders remain connected and aligned with business of the Company and a grievance redressal mechanism is placed which can be accessed on the website of the Company.

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:

Sr. 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.	Governance: Information security and customer data privacy	Risk	Considering information security and customer data privacy as risks includes factors such as data breaches, regulatory compliance, customers trust, intellectual property protection, operational disruption, evolving threat landscape, third-party risk, etc.	Yatra has a multifaceted approach. There is a comprehensive Enterprise Risk Management Plan (ERM) and a dedicated Risk Management Committee. The Company employs robust data protection measures that adhere to relevant regulations and provides regular training for employees. Yatra has an incident response plan in place in the event of a breach. We have policies, procedures, and guidelines in place. Also, for security assessments, we conduct assessments at various levels on periodic basis to ensure compliances and maintaining a secure environment.	Negative

Sr. 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.	Societal : Business Ethics & Integrity	Opportunity	Ethical business practices can bring about tangible business advantages such as access to sustained business opportunities in the longer term, improved market confidence, higher reputation and customer loyalty, and Increased attractiveness to talented human resources.	-	Positive
3.	Societal: Talent attraction and human capital development	Risk	Lack of talent with required skills, high attrition and low human capital development may result in business disruptions, negative impact on reputation, and may limit the Company's ability to achieve its business goals.	<ul style="list-style-type: none"> • Attrition rate is constantly being monitored by Human Resource team. • Retention on a case-to-case basis. • Mechanism in place wherein new joiners are given training and orientation as part of the new joiner induction program to understand the Company's culture. • Alignment of current compensation and reward system in line with travel industry standards. 	Negative
4.	Societal : Diversity and Inclusion	Opportunity	The Company recognizes the value of diversity and inclusion and firmly believes that having individuals with diverse backgrounds, geographical regions, expertise, knowledge, perspectives, and genders contribute to more effective and balanced decision making. Embracing workforce diversity is crucial as it enhances our performance by bringing together individuals with different types of knowledge, viewpoints, perspectives, and cultural awareness. This variety of ideas and perspectives fosters innovation, as teams become more adaptable to meet the evolving needs of our customers. By promoting a diverse and inclusive workforce, we aim to expand our customer base and ensure greater customer satisfaction.	-	Positive

Sr. 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)
5.	Environment: Climate change, GHG emissions and energy efficiency in operations	Risk	The Company is engaged in tour and travel business and factors contributing to direct carbon emissions such as electricity consumption coupled with Indirect carbon emission resulting from airlines, Hotel operations carried out by Suppliers i. e. Scope 3 carbon emissions require a step towards business responsibility for the environment, the Company operates in.	<ul style="list-style-type: none"> • Encouraging online meetings instead of travel. • Reducing our environmental impact throughout our operations. • Integrating sustainability principles into our business decisions. • Promoting eco-friendly travel options for our customers. • Working collaboratively with travel partners who share our commitment to sustainability. • Encouraging responsible travel behavior among our customers through awareness 	<p>Positive in respect of resulting energy efficiency and customer/ investors' confidence.</p> <p>Negative to the extent of associated cost attributable to manage the Scope 3 carbon emission.</p>
6.	Societal: Quality Customer Experience	Opportunity	Quality Customer experience brings with it an increase in customer base, and enhanced brand and reputational image.	-	Positive
7.	Governance: Corporate Governance	Opportunity	Robust governance practices help enhance reputation, minimize risks, prevent financial mismanagement, increase stakeholder confidence and promote sustainable growth.	-	Positive

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board? (Yes/No)	Please refer below disclosure under the head "Web Link of the Policies, if available"								
	c.	Web Link of the Policies, if available	<ul style="list-style-type: none"> P1 – Anti Bribery and Corruption Policy (Approved by the Board) - https://s22.q4cdn.com/850749348/files/doc_downloads/2022/04/Anti-Bribery-and-Corruption-Policy.pdf Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf P2 - Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf P3 - Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf Board Diversity Policy (Approved by the Board) - https://s22.q4cdn.com/850749348/files/doc_downloads/2022/04/Board-Diversity-Policy.pdf Policy for Prevention Prohibition and Redressal of Sexual Harassment (POSH) at Work Place (Approved by the Board) - https://s22.q4cdn.com/850749348/files/doc_downloads/2022/04/Policy-for-Prevention-Prohibition-and-Redressal-of-Sexual-Harassment-(POSH)-at-Work-Place.pdf P4 – Whistle Blower Policy (Approved by the Board)- https://s22.q4cdn.com/850749348/files/doc_downloads/ir_india/2023/whistle-blower-policy_19-03-2024-final.pdf P5 - Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf Whistle Blower Policy (Approved by the Board)- https://s22.q4cdn.com/850749348/files/doc_downloads/ir_india/2023/whistle-blower-policy_19-03-2024-final.pdf P6 - Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf P7 – Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf P8 – Code of Business Conduct and Ethics- https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf Corporate Social Responsibility Policy (Approved by the Board)- https://s22.q4cdn.com/850749348/files/doc_downloads/2022/04/Corporate-Social-Responsibility-Policy.pdf P9 – Privacy Policy - https://www.yatra.com/online/privacy-policy.html <p>Note: Code of Business Conduct and Ethics have been approved by Yatra Online, Inc., holding company which is applicable to all the subsidiary Companies as well.</p>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2 Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4 Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The following certification/ codes/assessments are mapped to Principle 9 of NGRBC. 1. ISO 27001 & ISO 27701 by BSI. 2. PCI-DSS by SISA Information Security Worldwide. 3. SOC2 Type2 by KPMG. 4. VAPT assessments: By CERT-IN empanelled Auditors								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> • Maintain zero instances of non-compliance with regulatory requirements. • Committed to making a safer workplace for all our employees. • Committed to ensure Zero employment of child and forced labour. • Committed to ensure Zero instances of human rights violation. 								
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 goals & targets and begin tracking performance on the said policies 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

We believe Corporate Governance is not just a destination, but a journey to constantly improve sustainable value creation. We believe that adhering to the highest standards of corporate governance is fundamental to the sustainability of our business. Our business practices are conducted in good faith, in the interests of the Company and all its stakeholders, with due observance of the principles of good corporate governance.

Yatra continually strives to adhere to the highest levels of transparency, accountability and ethics in all its operations, at the same time fully realizing its social responsibilities.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Mr. Dhruv Shringi, Whole-time Director cum 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.

No. The Company may evaluate creating a dedicated sustainability committee in future that can drive ESG 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	The Company reviews its policies as may be required from time to time.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company adheres to the existing regulations as applicable, ensuring compliance.																	

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

No

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						NA			
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 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	6	<ul style="list-style-type: none"> Business and Operations Updates; Update on Risk Management; Industry Structures and Developments updates. 	Familiarization programs are made available to the Board of Directors/ Committee of Directors, as the case may be, from time to time.
Key Managerial Personnel	9	<ul style="list-style-type: none"> Business and Operations Updates; Update on Risk Management; Industry Structures and Developments updates; Code of Business Conduct; Prevention of Sexual Harassment at Workplace; 	Familiarization programs and training/awareness generation modules are generally made available to all the Key Managerial Personnel from time to time.
Employees other than BoD and KMPs	3	<ul style="list-style-type: none"> Code of Business Conduct Prevention of Sexual Harassment at Workplace 	Training/awareness generation modules are made accessible to 100% employees.
Workers	NA	NA	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 Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	None	NA	NA	NA	NA
Settlement	None	NA	NA	NA	NA
Compounding fee	None	NA	NA	NA	NA

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	None	NA	NA	NA
Punishment	None	NA	NA	NA

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.

NA.

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

Yes, the Company has an Anti-Corruption & Anti-Bribery Policy which is applicable to all individuals worldwide working for all affiliates and subsidiaries of the Company at all levels and grades, including directors, senior executives, officers, employees (whether permanent, fixed-term or temporary) and same is available on link: https://s22.q4cdn.com/850749348/files/doc_downloads/2022/04/Anti-Bribery-and-Corruption-Policy.pdf

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 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

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

Particulars	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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.

No corrective action was taken as there was no case of non-compliance for cases of corruption and conflicts of interest.

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

Metrics	FY 2024-25	FY 2023-24
Number of days of accounts	14.80	11.89

Note: Standalone Basis.

9. Open-ness of business:

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. (i) Purchases from trading houses	-	-
	(ii) Total Purchases	-	-
	(iii) Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. (i) Purchases from top 10 trading houses	-	-
	(ii) Total purchases from trading houses	-	-
	(iii) Purchases from top 10 trading houses as % of total purchases from trading houses	-	-

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Sales	a. (i) Sales to dealers / distributors	-	-
	(ii) Total Sales	-	-
	(iii) Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. (i) Sales to top 10 dealers / distributors	-	-
	(ii) Total sales to dealers / distributors	-	-
Share of RPTs in	(iii) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
	a. (i) Purchases (Purchases with related parties)	1,28,599	205,804
	(ii) Total Purchases	4,08,995	514,500
	(iii) Purchases (Purchases with related parties as % of Total Purchases)	31.44	40.00
	b. (i) Sales (Sales to related parties	20,636	18,624
	(ii) Total Sales	4,25,017	529,939
	(iii) Sales (Sales to related parties as a % of Total Sales)	4.86	3.51
	c. (i) Loans & advances (Loans & advances given to related parties	7,241	63
	(ii) Total loans & advances	7,376	800
	(iii) Loans & advances (Loans & advances given to related parties as a % of Total loans & advances)	98.18	7.87
	d. (i) Investments (Investments in related parties	12,910	0
	(ii) Total Investments made	26,958	0
	(iii) Investments (Investments in related parties as a % of Total Investments made)	47.89	NA

Note: Standalone Basis. Amounts in Lakhs

Leadership Indicators

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

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

- 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 a Code of Business Conduct and Ethics, which outlines the procedures for identifying, disclosing, and managing conflicts of interest. We are committed to ensuring equal access to opportunities and maintaining fairness in all employee interactions by fostering an inclusive culture that actively promotes diversity and respect.

To uphold this commitment, the Company ensures that:

- Recruitment, training, promotions, and career advancement decisions are based solely on merit—specifically an individual's qualifications, experience, and achievements.
- Roles and remuneration are determined purely on the basis of experience, skills, and performance.
- Employee performance is evaluated against clearly defined goals and objective criteria.
- Discrimination of any kind, whether based on color, caste, religion, ethnicity, marital or family status, or any other characteristic unrelated to job performance is strictly prohibited.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- 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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	0	0	0
Capex	0	0	0

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
The Company shall establish the procedures for prioritizing sustainable sourcing in the near future.
- b. If yes, what percentage of inputs were sourced sustainably?
NA.
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.
There are no Plastics (including packaging)/ Hazardous waste associate with the products and services being offered by the Company i.e. travel related services. The IT related components are being re-used wherever possible as a replacement and finally disposed off/ scrapped as per e-Waste guidelines by CPCB authorized vendor(s). Other Waste associated with offices are segregated and then, handed over to building management / concerned municipal corporation for further disposal/recycling.
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.
Extended Producer Responsibility (EPR) regulations are not applicable to the Company, given the nature of its business operations.

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.
Yatra has not conducted a Life Cycle Assessment of any of its services as it is primarily rendering services as an Online Travel Agency.					

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
Yatra has not conducted a Life Cycle Assessment of any of its services as it is primarily rendering services as an Online Travel Agency.		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Yatra is engaged in tour and travel related products and services and 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:

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste	Yatra is engaged in tour and travel related products and services and does not use any recycled or reused input material in any of its travel services related offerings.					
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
Yatra is engaged in tour and travel related products and services and does not use any recycled or reused input material in any of its travel services related offerings.	

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators

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

Category	% of employees covered by										
	Total	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
	(A)	Number	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
Permanent Employees											
Male	1182	1182	100%	1182	1182	0	-	1182	100%	Nil	
Female	294	294	100%	294	294	294	100%	-	-		
Total	1476	1476	100%	1476	1476	294	100%	1182	100%		
Other than permanent Employees											
Male											
Female						NA					
Total											

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

Category	% of employees covered by										
	Total	Health Insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
	(A)	Number	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
Permanent Workers											
Male											
Female						NA					
Total											
Other than permanent Workers											
Male											
Female						NA					
Total											

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

Particulars	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.56	0.78

Note: Staff welfare expenses incurred as per consolidated financial statements have been taken into account.

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

Benefits	FY 2024-25			FY 2023-24		
	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	NA	100	NA	NA
ESI	2.45	NA	Y	0*	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

*Below rounding off.

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. We are committed to fostering an inclusive environment by ensuring that our physical infrastructure is accessible and barrier-free for persons with disabilities in line with Disabilities Act, 2016.

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?

Equal opportunity as an employer and employment is based solely on individual merit and qualifications directly related to professional competence. The Company strictly prohibits discrimination or harassment of any kind on the basis of race, color, religion, veteran status, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation or any other characteristics protected by law and/or with no relevance to effective and efficient performance of the roles and obligations. The Code of Business conduct and Ethics is available at link: https://s22.q4cdn.com/850749348/files/doc_downloads/2023/Code-of-Business-Conduct-and-Ethics.pdf

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		
Female	80	80	NA	
Total	90	90		

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? 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	<p>1. 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 (i) Using the Convercent Tool: Convercent is the hotline and case management tool that enables to report things that are going wrong by logging in on https://wecare.yatra.com or call on the Convercent Helpline No. 000 800 050 3898 to file the complaint. (ii) By e-mail @ wecare@yatra.com.</p> <p>2. Discussion with Business HR: The employees have the option to have a one-one discussion with their Business HR partner and Business HR partner can be reached at hr@yatra.com as well.</p> <p>3. Employee Governance Committee : Any officer or employee may communicate with the Employee Governance Committee, by any of the following methods: (i) Using the Convercent Tool: Convercent is the hotline and case management tool that enables to report things that are going wrong by logging in on https://wecare.yatra.com or call on the Convercent Helpline No 000 800 050 3898 to file the complaint. (ii) By e-mail @ wecare@yatra.com.</p>
Other than Permanent Employees	NA

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

Category	FY 2024-25			FY 2023-24		
	Total employees/ workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees /workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
- Male			Nil			
- Female						
Total Permanent Workers						
- Male			NA			
- Female						

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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	1182	0	0	0	0	1002	0	0	0	0
Female	294	0	0	0	0	295	0	0	0	0
Total	1476	0	0	0	0	1297	0	0	0	0
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: There are no separate training given to employees other than training under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Code of Business Conduct and Ethics.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1182	973	82.32	1002	751	74.95
Female	294	240	81.63	295	207	70.17
Total	1476	1213	82.18	1297	958	73.86
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

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

The Company is committed to maintaining a safe, secure and healthy workplace. As a responsible corporate citizen, it promotes clean and green energy initiatives to ensure a sustainable environment and will endeavour to take steps necessary to reduce energy consumption and waste. Our Code of Business Conduct and Ethics outlines key provisions related to safety, health, and environmental responsibility. To reinforce these principles, we regularly share awareness content through emails and internal communication channels on topics such as fire safety, emergency preparedness, and conduct regular evacuation drills.

- 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 follows procedures for a safe and healthy workplace including prohibition on carrying firearms or dangerous weapons or smoking, travel advisories that may be notified like temporary unsafe places, ladies travelling late at night and such similar advisories, familiarizing with practice sessions like fire and emergency alarm drills and comply promptly with instructions when faced with an actual situation.

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

The Company does not have any worker at its place.

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

Yes, the Company provides Group Term Life and Health Insurance Policy to its employees as a part of non-occupational medical and healthcare services.

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

Safety Incident type	Category	FY 2024-25	FY 2023-24
Safety Incident/Number			
Lost Time Injury Frequency Rate (LTIFR)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
		NA	NA

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

Employee well-being programs/initiatives are conducted for all the employees. The following well-being initiatives are being undertaken regularly:

- Training on Prevention of Sexual Harassment and Code of Business Conduct and Ethics;
- Standard Operating Procedure for Inspection of Offices;
- Fire emergency training exit;
- General health checks up;
- Access restrictions;
- Yoga Session.

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

Particulars	FY 2024-25			FY 2023-24		
	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	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

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	0
Working Conditions	0

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.

No significant concerns were identified.

Leadership Indicators

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

Yes, the Company covers all the employees under Group Term Life and Health Insurance Policy/Employee State Insurance Scheme. There are no workers employed by the Company.

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 is generally compliant with statutory dues of employees towards provident fund, professional tax, etc., as applicable from time to time. The value chain partners are equally responsible for complying with applicable laws and also, as per contractual terms entered into with them.

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

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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	0	NA	NA
Workers	NA	NA	NA	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)

No, the entity does not provide transition assistance programs.

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	There were no assessments of health and safety practices and working conditions of value chain partners carried out during the year under review.
Working Conditions	

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

None, as there was no assessment of health and safety practices and working conditions of value chain partners carried out during the year under review.

PRINCIPLE 4 Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

Stakeholders are those individuals, groups of individuals or organizations that impact and/ or could be impacted by an organization's activities, products or services and associated performance. Yatra conducts a thorough analysis of its internal and external environment to identify key stakeholders. These include individuals, groups, or organizations that:

- directly or indirectly dependent on Yatra's products, services, or performance—or on whom Yatra relies to operate;
- to whom Yatra holds, or may hold in the future, legal, commercial, operational, or ethical responsibilities; and
- have the ability to influence or impact Yatra'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 (Emails, SMS, Newspapers, Pamphlets, Advertisement, Community meetings, Notices Board, Website)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others)- Please specify	Purpose and scope of engagement including key topics and concerns raised during such engagements
Employees	No	1. Employee surveys 2. Cultural events. 3. Trainings and performance management framework 4. Emails, written communication and Personal Interactions 5. Departmental Meetings	Continuous Engagement	<ul style="list-style-type: none"> • Employee-centric communication/ programmes • Business updates

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisement, Community meetings, Notices Board, Website)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others)- Please specify	Purpose and scope of engagement including key topics and concerns raised during such engagements
Investors	No	1. Annual shareholder meeting 2. Quarterly investor presentations and conference calls 3. Investor conferences, meetings and Press releases	Quarterly/Ad-hoc Engagement	To provide updates on Company's operational and financial performance and updates on new business products/services and related offerings.
Customers	No	1. Direct consumer calls 2. Customer satisfaction surveys 3. Complaint handling & feedback 4. Marketing and Advertising 5. Electronic communication	Continuous Engagement	<ul style="list-style-type: none"> Addressing customer requirements and grievances, if any Product/Services related updates.
Business Associates and Supplier/ Service Providers	No	1. One-on-one negotiations and meetings 2. Regular interaction through phone, e-mail etc.	Continuous Engagement	Business communications
Government/ Regulators	No	1. Annual reports 2. Communications with regulatory bodies through Associations	Engagement as and when required under applicable laws	Statutory communications
Communities	No	1. CSR interventions and initiatives 2. Group's website, Annual Report 3. Group's social media handles, Press releases and media statements	Periodic engagement based on needs/updates to be made out.	Business communications/ other travel related updates
Media	No	1. Written Communications 2. Interviews and Forums 3. Meetings 4. Publications and Announcements 5. Media releases	Periodic Engagement	Business/Statutory communications.

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 Company engages with internal stakeholders on economic, environmental, and social topics through one-on-one interactions, group meetings, and other communication channels. Engagement with external stakeholders is presently limited to economic topics, conducted through various means such as virtual or 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 is currently engaging with internal stakeholders to seek their input in identifying and managing key environmental and social topics. These consultations aim to align the Company's sustainability priorities with stakeholder expectations and evolving global best practices.

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

The CSR initiatives of the Company focus on engaging with vulnerable/ marginalized stakeholder groups of the society such as Old Age Homes, engaging with authorities/NGOs for contributing towards facilities for differently abled section of the society, contribution to NGO in relation to "Save the Children" initiatives, contribution to PM cares fund, CSR Contribution for installation of Solar Lights and High Mast Lights in villages, RO system with water cooler for public in Government health facilities etc.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. employees/ workers covered (B)	% (B/A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Employees						
Permanent	1476	0	0	1297	0	0
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	0	0	0	0	0	0
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

Note: There are no separate training given to employees other than training under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Code of Business Conduct and Ethics.

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

Category	FY 2024-25					FY 2023-24				
	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 Employees										
Male	1182	0	0	1182	100%	1002	0	0%	1002	100%
Female	294	0	0	294	100%	295	0	0%	295	100%
Other than Permanent Employees										
Male										
Female										
Workers										
Permanent Workers										
Male										
Female										
Other than Permanent Workers										
Male										
Female										

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

Particulars	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	4	40,00,000.00	1	37,00,000
Key Managerial Personnel	4	26,768,848.72	0	0
Employees other than BoD and KMP	1178	6,70,004.00	294	6,42,474.00
Workers				NA

*Ms. Neelam Dhawan had resigned w.e.f. January 20, 2025 and was not considered for the purpose of computing the Median remuneration.
Note: Please refer to Standalone Financial Statements of the Company for specific details of the remuneration and/or sitting fees paid to the Directors and Key Managerial Personnel.

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	19.73%	20%

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

Yes, the Human Resources department is responsible for overseeing and addressing human rights-related impacts and concerns within the organization.

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

(i) 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 (i) Using the Convercent Tool: Convercent is the hotline and case management tool that enables to report things that are going wrong by logging in on <https://wecare.yatra.com> or call on the Convercent Helpline No. 000 800 050 3898 to file the complaint. (ii) By e-mail @ wecare@yatra.com.

(ii) Discussion with Business HR:

The employees have the option to have a one-one discussion with their Business HR partner and Business HR partner can be reached at hr@yatra.com as well.

(iii) Employee Governance Committee:

Any officer or employee may communicate with the Employee Governance Committee, by any of the following methods: (i) Using the Convercent Tool: Convercent is the hotline and case management tool that enables to report things that are going wrong by logging in on <https://wecare.yatra.com> or call on the Convercent Helpline No 000 800 050 3898 to file the complaint. (ii) By e-mail @ wecare@yatra.com.

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

Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	0	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	2	2	0	3	0	0
Other human rights related issues	0	0	0	0	0	0

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

Particulars	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

Yatra is committed to maintaining a safe, respectful, and inclusive workplace. The Code of Business Conduct and Ethics outlines clear guidelines on upholding human rights and strictly prohibits any form of discrimination or harassment based on race, color, religion, gender, age, national origin, or other personal characteristics. Employees and stakeholders are encouraged to report any violations of the Code or raise concerns confidentially through multiple available channels, without fear of retaliation.

In alignment with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 and its associated Rules, the Company has established Internal Complaints Committees (ICC) at all offices to address complaints of sexual harassment. The Policy for the Prevention, Prohibition, and Redressal of Sexual Harassment at the Workplace further reinforces this by assuring that any individual who raises concerns related to harassment or discrimination will be protected from adverse consequences or unfair treatment.

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

The Code of Business Conduct and Ethics forms part of standards business agreements and contracts, applicable to Business Associates as defined in the Code of Business Conduct and Ethics which lays down provisions for Safety, health and environment.

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 details)	

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

Since no significant violations were identified during Yatra's periodic internal assessments of its workplaces, no corrective actions were deemed necessary.

Leadership Indicators

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

Yatra 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.

Yatra has not yet initiated formal human rights due diligence processes.

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 office premises are accessible to differently abled visitors /individuals in line with the rights of Persons with Disabilities Act, 2016.

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	To be assessed
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others - please specify	

Note: The Code of Business Conduct and Ethics normally forms part of the standard business agreements and contracts, applicable to Business Associates as defined in the Code of Business Conduct and Ethics which lays down provisions for Safety, health and environment.

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

No assessment has been done at present by the Company.

PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment**Essential Indicators**

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

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D) (GJ)	4174.26	3928.24
Total fuel consumption (E)	Not measured	Not measured
Energy consumption through other sources (F)	Not measured	Not measured
Total energy consumed from non-renewable sources (D+E+F)	4174.26	3928.24
Total energy consumed (A+B+C+D+E+F)	4174.26	3928.24
Energy intensity per rupee of turnover (Total energy consumption/turnover) GJ/INR Lakhs	0.05	0.09
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) GJ/INR Lakhs	1.09	2.08
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

I 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 on environmental parameters for FY 2024-25.

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 as Yatra is engaged in offering travel related services.

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	Not Available	
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Total Water consumption/Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		

Note: The water consumption and withdrawal for use at Offices could not be measured as the majority of office spaces are housed in shared commercial premises and the supply of water is not measured for individual spaces within the premises.

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 on environmental parameters for FY 2024-25. Yatra is currently not tracking its water consumption and shall evaluate the process of setting systems and procedures.

4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)

Parameter	FY 2024-25	FY 2023-24
(i) To Surface water-		
No treatment		
With treatment		
(ii) To Groundwater-		
No treatment		
With treatment		
(iii) To Seawater water-		
No treatment		
With treatment	Not Available	
(iv) Sent to third-parties -		
No treatment		
With treatment		
(v) Others-		
No treatment		
With treatment		
Total water discharged (in kilolitres)		

Note: Due to the nature of the business operations, the Company does not discharge waste water in large quantities.

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 on environmental parameters for FY 2024-25.

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 any mechanism for Zero Liquid Discharge as it is engaged in the services sector.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	MT	-	-
Sox	MT	-	-
Particulate matter (PM)	MT	-	-
Persistent Organic Pollutants (POP)	MT	-	-
Volatile Organic Compounds (VOC)	MT	-	-
Hazardous Air Pollutants (HAP)	MT	-	-
Others – Please Specify	MT	-	-

Due to the nature of business, the Company has not recorded air emissions (other than GHG emissions).

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	-	-
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	980.76	772.55
Total Scope 1 and Scope 2 emissions per rupees of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/INR Lakhs	0.01	0.02
Scope 1 & 2 Emissions 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)	tCO ₂ e/INR Lakhs	0.236	0.410
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) -- the relevant metric may be selected by the entity		-	-

Note: The Company has not yet computed the Scope 1 computations and Scope 2 computation has been computed basis the electricity consumed during the respective Period.



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 on environmental parameters for FY 2024-25.

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

No, the Company does not have any specific project related to reducing Green House Gas emission. Further, the Company is an online travel company and running its operations has minimal impact on the environment.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic Waste (A)		
E-Waste (B)		
Biomedical Waste (C)		
Construction & Demolition (C&D waste) (D)		
Battery Waste (E)		
Radioactive Waste (F)		
Other Hazardous Waste (please specify) (G)		
Other Non-Hazardous Waste generated. Please specify if any (Break-up by composition i.e. by materials relevant to the sector) (H)		
Total (A + B + C + D + E + F + G + H)		
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		

Due to the nature of business, the waste generated by Yatra is negligible and has minimal impact on the environment. Hence, Waste generation is not being tracked currently.

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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 on environmental parameters for FY 2024-25. Waste generation is not being tracked currently. The Company shall evaluate for tracking its waste and setting appropriate practices for waste management.

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.

As a Service company, Yatra does not manufacture any products and thus does not use any hazardous or toxic chemicals.

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 operation/ office	Type of operations	Whether the conditions of environmental approval / clearance are being complied with?	If no, the reasons thereof and corrective action taken, if any.
The Company offices are not located in ecologically sensitive areas where environmental approvals / clearances are required.				

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:
During the reporting period, Yatra has not conducted any environment impact assessment. Yatra endeavors compliance with the applicable laws, wherever required.

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 noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, Yatra endeavors compliance with the applicable environmental laws, wherever required.				

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:
For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		NA
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Total Water consumption/ Revenue from operations)		
Water intensity in terms of physical output		
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		
- please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment– please specify level of treatment		NA
(iv) Sent to third-parties		
(v) Others		
- No treatment -		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Due to the nature of the business operations, this disclosure is not applicable to the Company

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 required to be carried out on environmental parameters for FY 2024-25.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ Equivalent	The Scope 3 emissions have not been estimated by the Company yet.	
Total Scope 3 emissions per rupees in crore 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 on environmental parameters for FY 2024-25.

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
	Due to the nature of the business operations, the Company has not undertaken any specific initiatives or used innovative technology or solutions resource efficiency or reduce impact due to emissions / effluent discharge / waste generated. However, as a sustainably responsible company, it provides the consumers with the information related to Carbon Emission resulting from their air related travels.		

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

Yes, we have the Business Continuity Management Plan and Disaster Recovery Plan in place which helps to continue and recover our critical functions, and elements under them within a predetermined time frame, following a disruptive incident. A crisis management plan to tackle various natural and man-made incidents/events. The Crisis Management Plan shall ensure that, should any service-affecting incident occur, it will be possible to recover from such an incident rapidly and effectively. A Crisis Management Team (CMT) has been formed at Yatra for this purpose. The Business Continuity Team acts as a Crisis Management team in cases of crisis. The head of security is responsible for ensuring that Yatra complies with its obligations to ensure that an up-to-date crisis management plan is in place. The crisis management team comprises all the Business Continuity Functional Representatives (BCFR) from the Business Continuity Team. In case of a crisis, the Business Continuity Functional Representatives (BCFR) in consultation with the BCSC will act as a Crisis Management team. The BCFR from different departments will act as the representative of the crisis management team in case of a crisis, it will coordinate between functions, gather inputs from the Emergency Response Team, and provide updates on the situation to BCSC and CISQ. The plans have not been published on website of the Company.

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.

No assessment has been conducted by Yatra for the time being.

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

No assessment has been conducted by Yatra for the time being.

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"

Yatra has not generated / procured Green Credits.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. *Number of affiliations with trade and industry chambers/ associations.*
Yatra has 9 (Nine) number of affiliations with trade and industry chambers/ associations
- b. *List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.*

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1.	Confederation of Indian Industry (CII)	National
2.	International Air Transport Association (IATA)	International
3.	Indian Association of Tour Operators (IATO)	National
4.	Pacific Asia Travel Association (PATA)	International
5.	International Federation of Freight Forwarders Associations (FIATA)	International
6.	Federation of Freight Forwarders' Associations in India	National
7.	Travel Agents Federation of India (TAFI)	National
8.	JCtrans	International
9.	Travel Agents Association of India	National

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

There was no case of anti-competitive conduct by Yatra in FY 2024-25, hence no corrective actions were undertaken.

Leadership Indicators

1. *Details of public policy positions advocated by the entity:*
There was no public policy that was independently advocated by Yatra.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

1. *Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.*
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 2024-25 (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.*

Yatra through its website/Mobile Application and social media handles receive and redress grievances of the community.

Website: <https://www.yatra.com/>

Social media handles:

<https://www.facebook.com/Yatra>

<https://www.instagram.com/yatradotcom/>

<https://www.linkedin.com/company/yatra-online-ltd>

<https://x.com/YatraOfficial?mx=2>

<https://www.youtube.com/user/yatratravel>

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

Particulars	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	-	-
Sourced directly from within India	-	-

Note: The Company's supplier base are airlines, hotels and travel package dealers, car rental companies, technology service providers, payment processors, visa application service providers, marketing agencies, among others. The management believes in inclusive growth and encourages procuring goods and services from MSMEs/ small producers/local suppliers, wherever possible. However, specific breakup as required above has not been computed.

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 2024-25	FY 2023-24
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

Note: Classification has been done basis the district where Company has/had presence during the relevant period, as per RBI Classification System - rural / semi-urban / urban / metropolitan.

Leadership Indicators

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

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
		Nil	

Yatra has not undertaken any CSR projects in the Aspirational Districts.

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

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

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

Not Applicable, Yatra, presently, does not have a preferential procurement policy considering the nature of business of the Company.

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
				Nil

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.

Nature of authority	Brief of the Case	Corrective Action Taken
	Nil	

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups*
1.	Contribution to "HARYANA CSR SOCIETY FOR GURUGRAM REGION" for Installation of Solar Lights and High Mast Lights at Village Daulah	Not Available	Not Available
2.	Contribution to "HARYANA CSR SOCIETY FOR GURUGRAM REGION" for Installation of Solar Lights and High Mast Lights at Village Sarmathla	Not Available	Not Available
3.	Contribution to "HARYANA CSR SOCIETY FOR GURUGRAM REGION" for RO system with water cooler for public in Govt. health facilities	Not Available	Not Available

*Given the nature of CSR projects undertaken by Yatra, No. of persons benefitted from CSR projects and % of beneficiaries from vulnerable and marginalized groups, cannot be quantified.

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

Essential Indicators

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

Yatra believes in creating happy travel experiences for the customers. The Yatra's customer service teams are working tirelessly round-the-clock to assist customers with requisite support. Yatra through its website/Mobile Application and social media handles receive and respond to consumer complaints and feedback. The customers can reach out to support centers through dedicated emails and phone numbers.

Website: <https://www.yatra.com/>

Social media handles:

<https://www.facebook.com/Yatra>

<https://www.instagram.com/yatradotcom/>

<https://www.linkedin.com/company/yatra-online-ltd>

<https://x.com/YatraOfficial?mx=2>

<https://www.youtube.com/user/yatratravel>

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

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

Note: The nature of business does not require services being offered to carry information about environmental and social parameters relevant to the product. However, Yatra had introduced new feature to display estimated carbon emission for flights to help consumers/ corporates who use the platform to make more sustainable choices and track their carbon footprint.

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

Particulars	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	14,475	0	-	4,115	0	-

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

Particulars	Number	Reasons for recall
Voluntary recalls		
Forced recalls	Due to the nature of business, the instances of product recalls are not applicable.	

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, we have a framework/ policy on cyber security and risks related to data privacy. Data Privacy Policy is accessible at: <https://www.yatra.com/online/privacy-policy.html>.

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

The Company has not encountered any instances requiring corrective actions related to the delivery of essential services, product recalls, or penalties imposed by regulatory authorities concerning the safety of its products or services and hence, these are not applicable. With regard to cyber security and customer data privacy, the Company has established robust systems and protocols, and no corrective measures were necessary during the reporting period.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

There were no data breach incidents for FY 2024-25.

b. Percentage of data breaches involving personally identifiable information of customers

There were no data breach incidents for FY 2024-25.

c. Impact, if any, of the data breaches

Not Applicable, since there were no data breach incidents for FY 2024-25.

Leadership Indicators

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

The customers can avail the services from the official website <https://www.yatra.com/> of the Company or through our mobile based application.

Further, the information on the services of the entity can be accessed from social media handles as listed hereunder:

<https://www.facebook.com/Yatra>

<https://www.instagram.com/yatradotcom/>

<https://www.linkedin.com/company/yatra-online-ltd>

<https://x.com/YatraOfficial?mx=2>

<https://www.youtube.com/user/yatratravel>

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

The Company educates and makes its customers aware about safety related information from time to time.

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

NA

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)*

NA

Note: (i) Wherever "NA" has been used in this report, the same shall signify Not Applicable.