

July 14, 2025

BSE Limited  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001, Maharashtra, India  
Scrip Code: 544174

National Stock Exchange of India Limited  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1  
G Block, Bandra-Kurla Complex, Bandra (E)  
Mumbai - 400 051, Maharashtra, India  
Scrip Symbol: TBOTEK

**Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2024-25**

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Dear Sir/ Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, we submit herewith the Business Responsibility and Sustainability Report ('BRSR') for the financial year ended March 31, 2025. The said BRSR also forms an integral part of the 19<sup>th</sup> Annual Report for the financial year 2024-25.

The said BRSR Report is also being uploaded on the Company's website and can be accessed at [www.tbo.com](http://www.tbo.com)

Kindly take the above disclosure on record.

Thanking you,

Yours faithfully

**For and on behalf of TBO Tek Limited**

**Neera Chandak**  
**Company Secretary**

*Encl: As Above*

**TBO Tek Limited**

CIN: L74999DL2006PLC155233

✉ info@tbo.com | ☎ +91 124 4998999

📍 Registered Office Address: E-78 South Extension Part- I, New Delhi-110049, India

📍 Corporate Office Address: Plot No. 728, Udyog Vihar Phase- V Gurgaon-122016 Haryana, India

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# Business Responsibility and Sustainability Report



## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74999DL2006PLC155233
2.	Name of the Listed Entity	TBO Tek Limited ("the Company")
3.	Year of incorporation	2006
4.	Registered office address	E-78 South Extension Part- I, New Delhi-110049
5.	Corporate address	Plot No. 728, Udyog Vihar Phase- V Gurgaon - 122016
6.	E-mail	<a href="mailto:corporatesecretarial@tbo.com">corporatesecretarial@tbo.com</a>
7.	Telephone	+91 124 4998999
8.	Website	<a href="http://www.tbo.com">www.tbo.com</a>
9.	Financial year for which reporting is being done	FY 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 108.59 Mn
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Neera Chandak Company Secretary and Compliance Officer Email: <a href="mailto:corporatesecretarial@tbo.com">corporatesecretarial@tbo.com</a>
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).	Standalone
14.	Name of assurance provider	Not Applicable
15.	Type 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	% of Turnover of the entity
1.	Information Service Activities (NIC Code: 63999)	Other information & communication service activities	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.	Air Ticketing	63999	53.86
2.	Hotels & Packages		17.43
3.	Others		28.71

\* Please refer Note No. 36 of standalone financial statements of the Company.

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

Location	Number of plants	Number of offices	Total
National	0	30	30
International	0	0	0

**19. Markets served by the entity:**
**a. Number of locations**

Locations	Number
National (No. of States)	14
International (No. of Countries)	0

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

~ 34.74%

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

We are one of the leading global travel distribution platforms, simplifying the travel business for both suppliers and buyers. Our suppliers include hotels, airlines, cruises, car rentals, transfers, and rail services. Our buyers consist of retail and API buyers such as travel agencies, independent travel advisors, and enterprise buyers including tour operators, travel management companies, online travel companies, super-apps, and loyalty apps.

**IV. Employees**
**20. Details as at the end of Financial Year:**
**a. Employees and workers (including differently-abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	%(C/A)
EMPLOYEES						
1.	Permanent (D)	1553	1176	76	377	24
2.	Other than Permanent (E)	31	17	55	14	45
3.	Total employees (D + E)	1584	1193	75	391	25
WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

Not Applicable

**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)	5	5	100	0	0
2.	Other than Permanent (E)	Nil	Nil	-	Nil	Nil
3.	Total differently abled employees (D + E)	5	5	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	Total differently abled workers (F + G)					

**21. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors <sup>^</sup>	8	1	13
Key Management Personnel <sup>^</sup>	5	1	20

<sup>^</sup>Note: The Board of Directors of the Company includes three Executive Directors who are designated as KMP.

As on March 31, 2025, Mr. Ankush Nijhawan (Joint Managing Director), Mr. Gaurav Bhatnagar (Joint Managing Director), Mr. Akshat Verma (Whole-time Director & Chief Technology Officer), Mr. Vikas Jain (Chief Financial Officer) and Ms. Neera Chandak (Company Secretary & Compliance Officer) are the KMPs of the Company.

**22. Turnover rate for permanent employees and workers**

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male (A)	Female (B)	Total (C)	Male (A)	Female (B)	Total (C)	Male (A)	Female (B)	Total (C)
Permanent Employees	30%	34%	31%	30%	38%	32%	37%	37%	37%
Permanent Workers	Not Applicable								

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. (a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Tek Travels DMCC	Subsidiary	100	No
2.	TBO Cargo Private Limited	Subsidiary	100	No
3.	TBO Holidays Brasil Agencia De Viagens E Reservas Ltda	Step-Down Subsidiary*	100	No
4.	TBO Holidays Europe B.V.	Step-Down Subsidiary*	100	No
5.	TBO Holidays HongKong Limited	Step-Down Subsidiary*	100	No
6.	TBO Holidays Pte Ltd.	Step-Down Subsidiary*	100	No
7.	Travel Boutique Online S.A. De C.V.	Step-Down Subsidiary*	100	No
8.	TBO Technology Services DMCC	Step-Down Subsidiary*	100	No
9.	TBO Technology Consulting Shanghai Co., Ltd.	Step-Down Subsidiary*	100	No

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
10.	Tek Travels Arabia Company for Travel and Tourism (under liquidation)	Step-Down Subsidiary*	100	No
11.	TBO LLC	Step-Down Subsidiary*	100	No
12.	United Experts for Information Systems Technology Co. LLC	Step-Down Subsidiary*	100	No
13.	BookaBed AG	Step-Down Subsidiary*	100	No
14.	TBO Tek Ireland Limited	Step-Down Subsidiary*	100	No
15.	Jumbonline Accommodations & Services, S.L.U	Step-Down Subsidiary*	100	No
16.	TBO Jumbonline Canarias, S.L.U	Step-Down Subsidiary**	100	No
17.	TBO Tek Australia Pty Ltd	Step-Down Subsidiary*	100	No
18.	PT TBO Tek Indonesia	Step-Down Subsidiary*	100	No
19.	TBO Tek Greece Single Member Private Company	Step-Down Subsidiary*	100	No
20.	TBO Tek Israel Ltd.	Step-Down Subsidiary*	100	No

\*100% subsidiary of Tek Travels DMCC

\*\*100% subsidiary of Jumbonline Accommodations & Services, S.L.U

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**

(ii) Turnover (₹ in Mn): **5,759.43**

(iii) Net worth (₹ in Mn): **7,855.61**

## 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, <a href="#">Stakeholder Grievance Redressal Policy</a>	Nil	NA	-	Nil	NA	-
Investors (other than shareholders)	Yes, <a href="#">Stakeholder Grievance Redressal Policy</a> Additionally, investors can lodge complaints by emailing at <a href="mailto:investors@tbo.com">investors@tbo.com</a>	Nil	NA	-	Nil	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 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
Shareholders	Yes, <a href="#">Stakeholder Grievance Redressal Policy</a> Additionally, shareholders can lodge complaints by emailing at <a href="mailto:corporatesecretarial@tbo.com">corporatesecretarial@tbo.com</a>	14	2 <sup>\$</sup>	Complaints filed with the NSE, BSE, and SEBI Scores including cases of non-receipt of IPO refunds have been taken into consideration.	Nil	NA	-
Employees and workers	Yes, <a href="#">Stakeholder Grievance Redressal Policy</a>	3	1 <sup>#</sup>	Whistleblower complaint has been considered.	Nil	NA	-
Customers {including End-User}	Yes, <a href="#">Stakeholder Grievance Redressal Policy</a>	64 <sup>^</sup>	16 <sup>*</sup>	Including legal cases filed before various courts have been considered	73 <sup>^</sup>	13	Including legal cases filed before various courts have been considered
Value Chain Partners	Yes, <a href="#">Stakeholder Grievance Redressal Policy</a>	Nil	NA	-	Nil	NA	-

<sup>\*</sup>Includes the unresolved complaints from FY24

<sup>^</sup>Complaints from end user that are raised through the complaints management system have been considered.

<sup>#</sup>3 whistleblower complaints were received during the year. While one complaint was pending as on March 31, 2025, it has since been resolved. Accordingly, no complaints are pending as of the date of this report.

<sup>\$</sup>The Company has submitted responses to the complaints which are currently pending for review with SEBI.

## 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.	Privacy and Data Security	R & O	Privacy and data security are critical in protecting customer and business information. Data and privacy breaches can result in regulatory fines and reputational damage, making it a significant risk. However, robust data protection practices offer an opportunity to gain the trust of the customer and differentiate from competitors in the sector.	The Company has implemented advanced cyber security measures, conducts regular assessments, and shows compliance with data privacy laws.	<b>Positive:</b> Enhanced trust and market share. <b>Negative:</b> Legal penalties and breach recovery costs.
2.	Business Ethics and Governance	R & O	Ethical lapses or governance failures can lead to legal consequences and loss of stakeholder confidence. On the other hand, strong ethical practices and governance frameworks can enhance credibility, attract investors, and foster long term business growth.	The Company has an established CoC and Whistleblower policy in place which is applicable to all its employees & associates. The Company also trains its employees in ethical practices.	<b>Positive:</b> Improved investor relations and reduced regulatory risks. <b>Negative:</b> Fines or penalties from unethical practices.
3.	Human Rights	R & O	Failure to uphold human rights lead to legal liabilities, reputational damage, and stakeholder dissatisfaction. Conversely, promoting human rights strengthens trust, employee morale, and brand reputation.	The Company has policies in place to monitor business practices and grievance redressal mechanism.	<b>Positive:</b> Enhanced brand reputation, reduced employee turnover, and stronger stakeholder relations drive long-term growth. <b>Negative:</b> Non-compliance results in fines, lawsuits and reputational harm.

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)
4.	Diversity and Inclusion	O	Diversity and inclusion promote innovation by bringing diverse perspectives to problem solving. They also create a more engaging and inclusive work environment.	No risks identified. The Company focuses on proactive recruitment strategies, inclusive policies, and awareness programs, which make it an employer of choice and enhance its competitiveness.	<b>Positive:</b> Improved employee productivity, retention, and innovation drive long-term growth.
5.	Employee Wellbeing	O	Poor employee well-being can lead to higher attrition rates, lower productivity, and negative employer branding.	The Company invests in the physical, mental, and financial well-being of its employees which fosters loyalty, and improved performance.	<b>Positive:</b> Reduced turnover costs and improved employee performance.
6.	Corporate Governance	R&O	Weak corporate governance can expose the company to regulatory penalties and reputational risks. Whereas strong governance ensures transparency and stakeholder confidence.	The Company has strong corporate governance mechanisms which provides for transparency, ensures compliance, and enhances stakeholder confidence.	<b>Positive:</b> Lower cost of capital and stronger investor relations. <b>Negative:</b> Penalties and legal costs for non-compliance.
7.	Risk Management	R&O	Risk management is essential to mitigate disruptions from operational, financial or external threats. By proactively addressing risks the company can also uncover opportunities to strengthen its resilience and competitive edge in a dynamic sector.	The Company has an effective risk management framework in place. It regularly identifies, assesses, and prioritizes risks, while proactively reviewing and enhancing its mitigation strategies.	<b>Positive:</b> Reduced operational disruptions and financial volatility. <b>Negative:</b> Financial losses from unmitigated risks.
8.	Employee Engagement and Development	R&O	Low engagement and limited development opportunities lead to decreased productivity and higher turnover rates. Building robust learning programs and engagement initiatives can enhance skills, motivation, and overall workforce effectiveness.	The Company is committed to nurturing talent by investing in leadership development programs, fostering career advancement opportunities, and driving employee engagement initiatives.	<b>Positive:</b> Enhanced productivity and lower recruitment expenses. <b>Negative:</b> Incurred costs of training and engagement.



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)
9.	Climate Change Risk and Disclosure	R&O	Operational disruptions and nondisclosure can create regulatory and reputational risks. Transparent disclosures and sustainable practices position the company as a responsible player, appealing to environmentally conscious consumers and investors.	The Company has taken small but meaningful steps toward sustainability and adopts eco-friendly solutions.	<b>Positive:</b> ESG compliance attracts funding and lowers regulatory risks. <b>Negative:</b> Costs of mitigation and reporting.
10.	Anti-Corruption and Anti-Bribery	O	Corruption and bribery expose the company to loss of trust, legal and reputational risks. Implementing strict policies and promoting a culture of integrity creates a trusted environment that strengthens stakeholder relationships.	The Company has implemented robust anti-bribery policies and conducts regular training to ensure awareness and compliance across the organization.	<b>Positive:</b> Improved transparency and reduced compliance risks.
11.	Board Diversity	O	A diverse board brings varied perspectives, enhances governance, and aligns within global best practices. It helps the company make better decisions and improve innovation while building stakeholder confidence.	The Company actively promotes board diversity by incorporating varied perspectives, experiences, and backgrounds, thereby enhancing the effectiveness of governance and strategic oversight.	<b>Positive:</b> Loyal customers drive consistent revenue. <b>Negative:</b> Fines for non-compliance.
12.	Product and Service Transparency	R & O	Lack of transparency in services can damage consumer trust and lead to negative publicity. Clear communication builds credibility and stakeholder loyalty.	The Company promotes transparency in its products and services through honest representations, ethical marketing, and consistent adherence to regulatory standards.	<b>Positive:</b> Loyal customers drive consistent revenue. <b>Negative:</b> Fines for non-compliance.
13.	Sustainable Operations and Infrastructure	R & O	Inefficient operations or unsustainable practices increase costs and expose the company to regulatory scrutiny. Investing in sustainable infrastructure reduces expenses over time and aligns with the growing demand for environmentally responsible services.	The Company has taken small but meaningful steps toward sustainable operations and infrastructure, with a view to expand its environmental initiatives over time.	<b>Positive:</b> Long-term savings and increased market competitiveness. <b>Negative:</b> Initial investment costs in sustainable operations.

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)
14.	Quality Customer Experience	R & O	Poor experiences can lead to loss of trust. Delivering high quality experiences improves customer satisfaction, retention, and enhances brand equity.	The Company is committed to delivering a high-quality customer experience and has a dedicated team to ensure responsive support and service excellence. It has also implemented robust feedback systems and leverages technology to continuously enhance service delivery.	<b>Positive:</b> Repeat customers increase revenue and strengthen brand equity. <b>Negative:</b> Loss of revenue from churn.
15.	Advertising and Communications	R & O	Misleading advertisements can create regulatory and reputational risks, while transparent communication strengthens customer and investor relationships along with brand loyalty.	The Company adheres to established advertising standards, conducts content reviews to ensure regulatory and ethical compliance, and has implemented a feedback loop to assess the effectiveness of its communications.	<b>Positive:</b> Transparent advertising enhancing sales. <b>Negative:</b> Fines and reputation loss from unethical campaigns.



## 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	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)				Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	P1:	P2:	P3:	P4:	P5:	P6:	P7:	P8:	P9:			
	<a href="#">Code of Conduct</a>	<a href="#">Code of Conduct</a>	<a href="#">Code of Conduct</a>	<a href="#">Stakeholder Grievance Redressal Policy</a>	<a href="#">Human Rights Policy</a>	<a href="#">Health &amp; Safety Policy</a>	<a href="#">Code of Conduct</a>	<a href="#">CSR Policy</a>	ISMS Policy: Available on TBO Intranet			
	<a href="#">Anti-Bribery &amp; Anti-Corruption Policy</a>	<a href="#">Health &amp; Safety Policy</a>	<a href="#">Whistleblower Policy</a>	<a href="#">Redressal Policy</a>	<a href="#">Equal Opportunity Employment Policy</a>	<a href="#">Policy</a>	<a href="#">Anti-Bribery &amp; Anti-Corruption Policy</a>					
	<a href="#">Anti-Money Laundering Policy</a>		<a href="#">Human Rights Policy</a>	<a href="#">Related Party Transactions and Dealing with Related Party Transactions</a>	<a href="#">Policy</a>		<a href="#">Anti-Money Laundering Policy</a>					
	<a href="#">Whistleblower Policy</a>			<a href="#">Whistleblower Policy</a>								
2. Whether the entity has translated the policy into procedure. (Yes / No)				Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)				Y	Y	Y	Y	Y	Y	Y	Y	Y
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.				N	N	N	N	N	N	N	N	Y
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.				As a part of its ESG strategy, the Company is specifying/ setting several goals and targets in line with the NGRBC principles, with a focus on employee engagement, community development, and environment.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable, as the Company is still in the process of establishing clear goals and targets with defined timelines.								
<b>Governance, leadership and oversight</b>									
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)	<p>We are delighted to present the first edition of the Company's Business Responsibility and Sustainability Report (BRSR) for the fiscal year April 1, 2024, to March 31, 2025 (FY25). This report has been crafted in line with the formats prescribed by the Securities and Exchange Board of India (SEBI). Over the past year, the Company has steadfastly pursued sustainability across Environmental, Social, and Governance (ESG) metrics within and around its operations.</p> <p>We recognize the growing significance of responsible business practices in the travel and tourism industry. Our foremost priority has been to uphold Corporate Governance principles, ensuring transparency, integrity, and accountability in all our operations. The Company consistently follows exemplary HR practices and fosters inclusive growth by offering equal employment opportunities to all.</p> <p>We have implemented robust frameworks to oversee the Company's business responsibility and sustainability initiatives, enabling us to maintain high standards of ethical and responsible business conduct. We sincerely thank you for your unwavering commitment to our shared vision of a sustainable future and eagerly await your feedback on the BRSR.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Joint Managing Directors of the Company are the highest authority for the implementation of all policies in the Company.								
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.	Yes, kindly refer to the response above (Q8).								

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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	As and when required								
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.	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE


**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	5	<ul style="list-style-type: none"> <li>Strategy Offsite Meet,</li> <li>Quarterly Board Meetings with business presentations.</li> </ul> <i>Refer to the Familiarization Programme for Independent Directors (IDs) available on the website.</i>	100
Key Managerial Personnel	8	<ul style="list-style-type: none"> <li>Quarterly Board Meetings with business presentations,</li> <li>TBO Code of Conduct,</li> <li>POSH Awareness,</li> <li>Prevention of Insider Trading,</li> <li>Strategy Offsite Meet.</li> </ul>	100
Employees other than BoD and KMPs	3	<ul style="list-style-type: none"> <li>TBO Code of Conduct</li> <li>POSH Awareness,</li> <li>Prevention of Insider Trading</li> </ul>	100
Workers		Not Applicable	

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
	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					
Settlement			Nil		
Compounding fee					

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

There has been no material monetary or non-monetary fines or penalties or punishment etc., imposed on the Company or its directors/key managerial personnels (KMPs), in this financial year.

**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
	Not Applicable

Note: As there have been no cases this financial year, this question is not applicable to the Company.

**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 a zero-tolerance approach toward bribery and unethical business practices. In this regard, the Company has Code of Conduct (CoC) policy and Anti-Bribery and Anti-Corruption (ABAC) policy in place to maintain the highest standards of ethics, integrity and transparency in all its operations.

The ABAC policy includes the whistleblower mechanism to report concerns through multiple channels, including third-party platform to take care of anonymous complaints.

Additionally, the Company's comprehensive CoC serves as a guiding framework for ethical decision-making and professional behavior. These policies are applicable to all employees and business associates emphasizing compliance with legal and regulatory requirements, prevention of conflicts of interest, respect for human rights, and confidentiality.

The policies are publicly accessible on the Company's website through the following links:

[Code of Conduct Policy](#)

[Anti-Bribery and Anti-Corruption Policy](#)

[Whistleblower Policy](#)

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

	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	

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

	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	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

**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.**

As there were no instances of corruption or conflicts of interest in FY25, this question is not applicable to the Company.

The Company is committed to fostering a culture of continuous learning and awareness by conducting training sessions. Employees are well-informed about Company's policies through comprehensive sensation programs, communication through emails covering important policy changes, reminders, and key organizational news. This approach ensures that employees are not only informed but also engaged in the ongoing development of the company's culture and objectives.

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

	FY 2024-25	FY 2023-24
Number of days of accounts payables		Not Applicable*

\*Considering the operation and business nature of the Company, this indicator is not applicable.

**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. 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 to dealer/distributor	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)	3.00%	3.41%
	b. Sales (Sales to related parties / Total Sales)	26.76%	18.70%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	5.76%**	7.31%**
	d. Investments (Investments in related parties / Total Investments made)	98.28%***	88.61%***

\*Considering the operation and business nature of the Company, this indicator is not applicable.

\*\*Net of impairment loss booked in the standalone financial statements.

\*\*\* Includes amount of INR 989.61 Mn transferred to Tek Travels DMCC (subsidiary company) as share application money, which is pending allotment as of balance sheet date.



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

**Essential Indicators**

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

Parameter	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D			Not Applicable
Capex			

Note: The Company provides platform-based solutions for the travel and tourism sector, which are naturally low in energy intensity. We are committed to reducing energy consumption through various initiatives, such as optimizing office equipment usage, managing resources like air conditioning, lighting, and devices, and maintaining electro-mechanical equipment for efficiency. Additionally, we use AWS services for customer-facing applications, employing auto-scaling to ensure only the necessary servers are operational, maximizing energy efficiency.



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

The Company's primary business is the operation of a technology platform that serves as a global distribution for travel services. As a technology platform provider, the incidence of physical goods procurement is not material.

The Company follows green procurement practices across its procurement areas, including facilities management through the use of sustainable cleaning supplies and IT products where equipment is procured according to strict environmental criteria, validated by EPEAT.

In line with the Company's dedication to sustainability, it has teamed up to offer electric vehicle services for employees, moving together towards a more environmentally friendly future. Additionally, the Company is actively involved in tree planting and supporting sustainable ecosystems, helping to create a healthier planet. The Company generate a small amount of e-waste, which is managed in accordance with statutory regulations governing its handling and disposal.

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

Since the Company's procurement is not material due to the nature of the business activities, the implementation of measurement mechanism is not relevant as such.

**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.**

Given the service-oriented nature of the Company's operations, the reliance on material resources is minimal, making product recycling less relevant to the organization's activities. Further, waste generation as part of operations is very limited. The Company does not generate any hazardous waste.

For e-waste, the Company has implemented strong procedures for the proper disposal working with CPCB-authorized vendors that specialize in environmentally responsible e-waste management. Additionally, the Company partners with third-party agencies, authorized by local district authorities, to handle the collection and disposal of other waste streams, such as wastepaper and paper products, in an eco-friendly manner.

**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.**

As the Company operates as a service-based organization and does not engage in the manufacturing of tangible products for its customers, EPR is not applicable to its activities.



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

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	1176	1176	100	1176	100	-	-	1176	100	1176	100
Female	377	377	100	377	100	377	100	-	-	377	100
Total	1553	1553	100	1553	100	377	100	1176	100	1553	100

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Other than Permanent employees											
Male	17	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	14	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	31	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male											
Female	Not Applicable										
Total											
Other than Permanent workers											
Male											
Female	Not Applicable										
Total											

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

	<b>FY 2024-25</b>	<b>FY 2023-24</b>
Cost incurred on well-being measures as a % of total revenue of the company	0.43	0.35

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

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 dposited 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	0.70	NA	Y	1.24	NA	Y
Others – please specify	NA	NA	NA	NA	NA	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, differently-abled employees have access to our premises in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. Most of our employees are located in premises which are accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016. We have designed workplaces for providing assistance or making changes to a position or workplace to enable employees with disabilities to carry out their jobs.

Additionally, the Company allows flexible work hours or remote work for employees with mobility or health concerns, conducts regular training for all employees on accessibility and inclusivity, and is responsive towards feedback received from differently abled employees. Through these initiatives, the Company aims to build a more inclusive and supportive work environment while ensuring compliance with regulatory requirements.

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

Yes, the Company has an Equal Opportunity Employment Policy in strict adherence to the Rights of Persons with Disabilities Act, 2016.

The policy is publicly accessible on the Company's website through the following link:

[Equal Opportunity Employment Policy](#)

### 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	84.6	Not Applicable	
Female	100	69.2		
<b>Total</b>	<b>100</b>	<b>76.9</b>		

### 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.

Parameter	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers Other than Permanent Workers	Yes, the Company has a robust mechanism in place to receive and redress grievances for all categories of employees.
Permanent Employees Other than Permanent Employees	<p>The Company has implemented a Stakeholder Grievance Redressal Policy, which outlines a comprehensive grievance redressal mechanism. This allows employees to raise concerns through the following channels:</p> <ul style="list-style-type: none"> <li>• Dedicated email id: <a href="mailto:asscoiateconcerns@tbo.com">asscoiateconcerns@tbo.com</a> for submitting any grievances and concerns.</li> <li>• The option to raise any grievance directly with their managers or the HR department.</li> </ul> <p>Apart from this, the Company has also implemented a Whistleblower Policy that enables employees to raise concerns against unethical practices about any aspect of the Company's operations, ensuring that grievances are addressed fairly and promptly.</p> <p>Additionally, employees are encouraged to speak up through various forums, including Townhalls and HBR meetings, or to reach out to relevant people to express their grievances and share concerns directly. This open-door policy further ensures that everyone has the opportunity to voice their concerns and contribute to maintaining a respectful and transparent work environment.</p>

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

Benefits	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						Not Applicable
- Female						
Total Permanent Workers						
- Male						Not Applicable
- 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	1176	Nil*	Nil*	1065	91	Nil*				
Female	377	Nil*	Nil*	377	100					
Total	1553	Nil*	Nil*	1442	93					
Workers										
Male	Not Applicable									
Female										
Total										

\*Note: While the quantitative data has not been recorded, the Company ensures a safe and inclusive work environment through ongoing on-the-job guidance, informal knowledge sharing, and adherence to established health, safety, and skill development practices.

**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)
<b>Employees</b>						
Male	1176	1176	100	1097	1097	100
Female	377	377	100	353	353	100
<b>Total</b>	<b>1553</b>	<b>1553</b>	<b>100</b>	<b>1450</b>	<b>1450</b>	<b>100</b>
<b>Workers</b>						
Male						
Female						Not Applicable
<b>Total</b>						

Note: The Company conducts annual reviews and ensures all eligible employees receive performance and career development evaluations.

**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 places a strong emphasis on employee safety and well-being. As part of its initiatives, it conducts regular fire drills, organizes safety awareness programs, and provides training sessions to equip employees with the knowledge and skills necessary to address potential risks effectively. Medical rooms have been set up at select locations and offers first aid facilities on-site. Additionally, the Company organizes health camps on a need basis

including dental, eye, and gynecological check-ups and arranges for in-house doctors to visit the office spaces weekly, providing employees with convenient access to medical assistance when needed.

As a responsible employer, the Company prioritizes the mental well-being of our employees. It has partnered with an Employee Assistance Program (EAP) provider to offer confidential support, resources, and counselling services. This partnership reflects Company's commitment to fostering a healthy and supportive work environment where employees can thrive both personally and professionally.

**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 a structured process for identifying work-related hazards and assessing associated risks on both routine and non-routine activities. These evaluations are conducted to assess potential risks.

Upon assessment, the Company establishes and implements appropriate controls to manage or eliminate health and safety risks effectively. This includes the development and execution of mitigation plans tailored to address specific risks, ensuring that all necessary measures are in place to maintain a safe and healthy working environment. Additionally, fire drills are conducted periodically, and fire marshals are appointed to oversee safety protocols.

The Company provides an in-house doctor for periodical visits to ensure ease of access for employees in case of any medical difficulties. The Company also provides medical room services and access to first aid facilities on-site.

To address lifestyle-related concerns, the Company has collaborated with various partners to provide counselling and conduct regular health check-ups for employees. By adopting this approach, the Company demonstrates its commitment to upholding workplace safety standards and prioritizing the health and well-being of its employees.

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

Regular safety measures are implemented, including routine and non-routine activities aimed at maintaining a secure working environment. As the Company does not hire workers, this question is not applicable to TBO Tek.

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

Yes. The Company recognizes that the physical and mental well-being of its employees is crucial to overall growth and success. To support this, several measures have been implemented to ensure that all employees have access to medical and healthcare services. These initiatives include regular medical check-ups, periodic sessions conducted by doctors, and a partnership with Max Hospital. Additionally, the Company provides in-house doctors for weekly visits, ensuring employees have convenient access to medical assistance when needed. A medical room and first aid facilities are also available on-site. Furthermore, TBO Tek has partnered with an Employee Assistance Program (EAP) provider to offer confidential support, resources, and counseling services.

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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	

\*Including in the contract workforce

**12. Describe the measures taken by the entity to ensure a safe and healthy work place.**

At the Company, the well-being of all employees is a top priority. The Company believes that a safe and healthy work environment is essential for fostering productivity, job satisfaction, and overall well-being. It also strives to ensure that employees feel supported and valued. To this end, several initiatives have been implemented

to promote health, safety, and open communication within the workplace. The following measures reflect the Company's commitment to creating a positive and secure working environment for all:

- 1. Routine Medical Examinations:** Employees participate in regular health screenings to keep track of their well-being.
- 2. Medical Sessions:** Periodic sessions led by doctors provide ongoing medical support and advice.
- 3. In-House Doctor Facility:** The Company provides in-house doctor who visit on a periodic basis, making it easier for employees to get medical advice.
- 4. On-Site Medical Facilities:** The Company maintains a medical room and first aid supplies for immediate care during emergencies.
- 5. Mental Well-being:** The Company has partnered with an Employee Assistance Program (EAP) provider to offer confidential support, resources, and counseling services.

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

Benefits	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	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

**14. Assessments for the year:**

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

Note: The Company is committed to promoting mental well-being by partnering with an Employee Assistance Program (EAP) provider to offer confidential support, resources, and counseling services. These initiatives include webinars, mobile apps for managing anxiety, stress, and depression, and on-demand therapy sessions. Safety is a top priority, supported by awareness sessions, drills, and communication on safety matters. Employees are trained to prevent sexual harassment, while managers receive specialized training to effectively handle such incidents.

**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.**

There have been no safety-related incidents reported to date. However, the Company has put in place for process for incident reporting, assessing the cause of the incident, and resolving the issues that arise.



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

### Essential Indicators

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

The Company identifies and engages with key stakeholders including shareholders/investors, media, employees, value chain partners, industry bodies, regulators, and governments through structured interactions such as meetings, surveys, and digital communications. These engagements help the Company understand stakeholder expectations, address concerns, and create sustainable value while managing risks and opportunities effectively. Prioritization of stakeholder engagement, the Company is better positioned to navigate challenges, seize opportunities, and achieve sustainable success.

#### 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
Shareholders/ Investors	No	<ul style="list-style-type: none"> <li>Annual General Meetings.</li> <li>Investor/Analyst Meets and Investor Calls, with Company presentations, transcripts and video recordings available on the Company's website.</li> <li>Newspaper publications, stock exchange disclosures, quarterly emails to shareholders, annual reports, etc.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Business Performance.</li> <li>Business Strategy.</li> <li>Financial Results.</li> <li>Risk Management.</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Learning and development activities</li> <li>Rewards &amp; Recognition.</li> <li>Communications including emails, and intranet updates.</li> <li>Other Employee Engagement Initiatives.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Capability Building.</li> <li>Business Continuity.</li> <li>Engaging and enriching culture.</li> <li>Providing career &amp; growth opportunities.</li> </ul>
Value Chain Partners	No	<ul style="list-style-type: none"> <li>Virtual and in-person/physical meetings to ensure continuous interaction with vendors.</li> <li>Events-Supplier &amp; Buyer Meets, World Travel Market (WTM), Arabian Travel Market (ATM), SATTE-South Asia's Travel &amp; Tourism Exchange etc.</li> <li>Company's website.</li> <li>Social media engagement.</li> <li>Grievance handling and feedback mechanisms through dedicated portals.</li> <li>Customer calls, 24*7 Helpdesk. Surveys.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Fair Business Practices.</li> <li>Identifying opportunities to improve our products &amp; services.</li> <li>Value Chain partners satisfaction.</li> <li>Expanding reach of innovative business models and offerings.</li> <li>Business Development.</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Industry Bodies, Regulators, Governments	No	<ul style="list-style-type: none"> <li>Participation in conferences and seminars.</li> <li>Surveys and consultative sessions.</li> <li>Calls and meetings.</li> <li>Press Release, Media Interviews.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Ensuring Compliances.</li> <li>Managing Company's goodwill and reputation.</li> </ul>



## 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. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1553	1553	100	Nil*		
Other than permanent	31	31	100			
Total Employees	1584	1584	100			
Workers						
Permanent				Not Applicable		
Other than permanent						
Total Workers						

\*Note: While the quantitative data for FY2023-24 has not been recorded, the Company ensured that all relevant trainings on Human Rights, Prevention of Sexual Harassment (POSH), etc. were conducted as part of its internal compliance and HR initiatives. Since then, the Company has strengthened its documentation and tracking mechanisms to ensure data availability for future disclosures.

#### 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	1553	0	0	1553	100	1450	0	0	1450	100
Male	1176	0	0	1176	100	1097	0	0	1097	100
Female	377	0	0	377	100	353	0	0	353	100
Other than permanent	31	0	0	31	100	16	0	0	16	100
Male	17	0	0	17	100	10	0	0	10	100
Female	14	0	0	14	100	6	0	0	6	100



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)
Workers										
Permanent										
Male										
Female										
Other than permanent										
Male										
Female										

Not Applicable

### 3. Details of remuneration/salary/wages

#### a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR Million)	Number	Median remuneration/ salary/ wages of respective category (INR Million)
Board of Directors (BoD)*	7	4.00	1	3.20
Key Managerial Personnel <sup>^</sup>	1	20.82	1	8.36
Employees other than BoD and KMP	1172	0.59	376	0.52
Workers				Not Applicable

\* The Board of Directors of the Company includes three Executive Directors who are designated as KMPs.

<sup>^</sup> Key Managerial Personnel includes Chief Financial Officer and Company Secretary & Compliance Officer.

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	20.09	21.36

### 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)

The Company's Human Rights policy reflects its commitment to upholding and respecting human rights in all aspects of operations. Within the Company, the responsibility for addressing human rights impacts or issues arising from business activities rests with the designated focal point, the Chief Human Resources Officer (CHRO).

The CHRO oversees the identification, management and resolution of human rights-related matters, ensuring that any potential concerns are addressed promptly and effectively. This structured approach underscores the Company's commitment to upholding human rights and fostering ethical practices across its operations.

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

The Company has robust internal mechanisms to address human rights grievances. Central to these mechanisms is the Whistleblower Policy, which allows employees and stakeholders to confidentially raise concerns about any aspect of the Company's operations without fear of retaliation. A dedicated committee thoroughly reviews and addresses human rights grievances, ensuring fair and prompt resolutions. Regular training programs are conducted to ensure all employees are aware of the human rights policies and reporting procedures. Continuous monitoring and audits are in place to identify and address potential issues. These mechanisms underscore the Company's commitment to upholding human rights and maintaining a respectful, inclusive workplace.

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

Benefits	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
Sexual Harassment	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

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

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

The Company has zero-tolerance against retaliation, ensuring that individuals who raise concerns or file complaints are safeguarded against victimization or unfair treatment. The Company has a CoC and a Whistleblower policy which contain clear definitions of acceptable behaviour and zero tolerance for discrimination and harassment. The policies reinforce values of fairness and inclusion, creating a safe environment where the Company's employees feel comfortable speaking up. Furthermore, the policies promote the resolution of issues before they escalate, protecting complainants from prolonged exposure to harmful behaviours.

Confidentiality is maintained throughout the complaint-handling process to protect the identity of the complainant. Additionally, the Company has established grievance redressal mechanisms and designated committees to address such issues fairly and impartially. These measures reflect the Company's commitment to fostering a safe, inclusive, and respectful workplace environment for all employees.

The policies are publicly accessible on the Company's website through the following links:

[Whistleblower Policy](#)

[Code of Conduct](#)

[Stakeholder Grievance Redressal Policy](#)

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

Yes. The Company has a formal human rights policy in place that ensures compliance with fundamental human rights principles in its business operations. This policy applies to all employees, contractors, vendors, partners, and stakeholders associated with the Company throughout India. It covers all locations and activities undertaken by the organization. This includes a strict adherence to child labor laws, with a clear policy that no one under the age of 18 is contracted or employed. The Company's commitment to ethical practices and respect for human rights is integral to its business conduct.

The Company remains committed to creating a positive and secure working environment for all through human rights compliance:

1. **Child labour** – The Company's hiring practices and policies ensure that no individual below the age of 18 is contracted or employed.
2. **Forced/involuntary labour** – The Company has contracts and terms of agreements in place that the employees sign during the hiring process.
3. **Sexual harassment and Discrimination at workplace** – POSH and anti-discrimination policies and mechanisms in place along with their respective grievance redressal mechanisms. There have been zero complaints reported regarding the same.
4. **Wages** – The Company provides fair wages to all its employees across all levels.

These measures highlight the Company's drive towards ensuring human rights throughout its operations.

#### 10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	100
Wages	
Others – please specify	

Note: The company prioritizes high standards in labor practices and workplace policies but has not conducted formal assessments or audits in these areas during the reporting period. While it will continue evaluating the need for such reviews, its current focus remains on fostering a culture of compliance, ethics, and respect, ensuring adherence through its established code of conduct.

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

There were no instances of any human rights related incidents such as child labor, forced labor, sexual harassment, workplace discrimination, wages, have or similar issues, therefore, this question is not applicable. The Company remains committed to maintaining a safe, ethical, and compliant workplace environment through its proactive policies and practices.



## 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
<b>From renewable sources (in GJ)</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources (in GJ)</b>		
Total electricity consumption (D)	4,071.19	3,643.73
Total fuel consumption (E)	836.99	658.63
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>4,908.18</b>	<b>4,302.36</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>4,908.18</b>	<b>4,302.36</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (in GJ/INR Million)	0.85	0.80
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (in GJ/Million USD)	17.61	16.49
Energy intensity in terms of physical output (in GJ/Employee)	3.10	2.93
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No independent assessment/ evaluation/assurance has been carried out by an external agency.

For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.66 INR/USD as per IMF has been considered (Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>).

#### 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.

The Company does not have any sites or facilities identified as designated consumers under the Performance, Achieve and Trade (PAT) Scheme of the Government of India, therefore, this question is not applicable.

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

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	18,198.05	16,122.92
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>18,198.05</b>	<b>16,122.92</b>

Parameter	FY 2024-25	FY 2023-24
<b>Total volume of water consumption (in kilolitres)</b>	<b>3,639.61</b>	<b>3,224.59</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations) (in KL/INR Million)	0.63	0.60
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) (in KL/Millions USD)	13.06	12.36
<b>Water intensity in terms of physical output</b> (in KL/Employee)	2.30	2.20
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

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

No independent assessment/ evaluation/assurance has been carried out by an external agency.

For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.66 INR/USD as per IMF has been considered (Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>).

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

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	14,558.44	12,898.33
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>14,558.44</b>	<b>12,898.33</b>

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

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

As the Company is a service-oriented company, given the nature of the business, this question is not applicable.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx			
Sox			
Particulate matter (PM)	The Company being into service industry, occupies office spaces only. Therefore, there are no significant air emissions.		
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No independent assessment/ evaluation/assurance has been carried out by an external agency.

**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
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	60.73	47.57
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	822.21	724.75
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) (in MTCO <sub>2</sub> e/INR Million)		0.15	0.14
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) (in MTCO <sub>2</sub> e/Million USD)		3.17	2.96
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> (in MTCO <sub>2</sub> e/Employee)		0.56	0.53
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity		-	-

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

No independent assessment/ evaluation/assurance has been carried out by an external agency.

For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.66 INR/USD as per IMF has been considered (Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>).

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

As a technology platform provider, we do not have a significant Greenhouse Gas emission footprint.

We remain mindful and aware of the importance of environmental responsibility and sustainability. Accordingly, we have chosen to operate from an energy-efficient office space, which meets high standards of environmental performance. Furthermore, the Company's employees are conscious of energy efficiency and actively engage in practices that contribute to reducing the overall carbon footprint. The company has also teamed up to offer electric vehicle services for employees, moving together towards a more environmentally friendly future. Additionally, the Company is actively involved in tree planting and supporting sustainable ecosystems, helping to create a healthier planet. It is continuously exploring further new opportunities and initiatives to reduce greenhouse gas emissions and contribute positively to the environment in the future.

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

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	-	-
E-waste (B)	2.35	1.72
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)	1.50	-
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>3.85</b>	<b>1.72</b>
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (in MT/INR Million)	0.00067	0.00032
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (in MT/Million USD)	0.01383	0.00660
Waste intensity in terms of physical output (in MT/Employee)	0.00243	0.00117
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	2.35	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>2.35</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1.50	1.72
<b>Total</b>	<b>1.50</b>	<b>1.72</b>

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

No independent assessment/ evaluation/assurance has been carried out by an external agency.

For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.66 INR/USD as per IMF has been considered (Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>).

**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 has adopted comprehensive waste management practices focused on segregation and effective disposal. Given that it is a service-based Company, there is no generation of hazardous waste. The Company ensures that all waste is segregated at the source and managed appropriately to minimize environmental impact. The Company remains committed to sustainability and continuously strives to improve its waste management practices. We encourage the use of environmentally friendly bags, recycle bagasse papers etc. and actively promotes paperless processes to reduce waste generation. It is ensured that all the e-waste is disposed and managed by CPCB authorized vendors that adhere to environmentally sound e-waste disposal practices.

By adhering to proper waste management practices and working with authorized partners, the Company aims to minimize its environmental impact and promote sustainable practices within its operations. The Company remains committed to being a responsible corporate citizen and continuously evaluates opportunities to enhance its environmental stewardship efforts.

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.
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The Company does not have any operations or offices located in or around ecologically sensitive areas that would require environmental approvals or clearances, therefore, the question is not applicable.

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
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The Company did not undertake any projects during the current financial year that required environmental impact assessments under applicable laws, therefore, the question is not applicable.

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
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The Company complies with all environmental laws/ regulations/ guidelines in India. There were no incidents of non-compliance reported during the financial year.



## 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.  
8
- 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.	International Air Transport Association (IATA)	National
2.	PHD Chamber of Commerce and Industry (PHDCCI)	National
3.	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4.	Travel Agents Association of India (TAAI)	National
5.	Punjab Travel Agent Association (PTAA)	State
6.	Travel Trade Association of Uttar Pradesh (TTAUP)	State
7.	Travel Agent Association of Coimbatore (TAAC)	State
8.	Travel Agents Federation of India (TAFI)	National



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

Name of authority	Brief of the case	Corrective action taken
No corrective actions were required or undertaken by the Company in relation to anti-competitive conduct, as the Company did not receive any adverse orders from regulatory authorities on this matter during this financial year.		



**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

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

Name 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, as the Company has not received a notification for 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						

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

Since the Company's core business operations involve minimal direct interaction with surrounding communities, the likelihood of receiving grievances related to its main activities is low. As a result, mechanisms for grievance receipt and redressal are not directly applicable.

However, through the Company's Corporate Social Responsibility (CSR) activities, the Company aims at taking an active role and responsibility in transforming the lives of communities by improving their socio-economic conditions. The Company has adopted a multi-fold approach for CSR and would mainly promote but not limited to promoting education, women empowerment, skill development and sustainability.

The policy is publicly accessible on the Company's website through the following link: [Corporate Social Responsibility \(CSR\) Policy](#)

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

	FY 2024-25	FY2023-24
Directly sourced from MSMEs/ small producers	6.13%	8.52%
Directly from within India	97.51%	95.65%

**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	FY2023-24
Rural	0	0
Semi-urban	0	0
Urban	87.38	86.20
Metropolitan	12.62	13.80

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



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

**Essential Indicators**

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

The Company has mechanisms in place to receive and address consumer complaints and feedback effectively. Queries are received through multiple channels such as emails, 24x7 helpline or the Company website. All complaints and feedback are logged, tracked, and resolved within defined timelines to ensure customer satisfaction. Regular follow-ups are conducted to confirm resolution and improve the overall customer experience. By maintaining transparent and responsive processes, the Company demonstrates its commitment to prioritizing consumer needs and enhancing service quality.

The policy is publicly accessible on the Company's website through the following link:

[Stakeholder Grievance Redressal Policy](#)

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

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

	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	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other	64 <sup>^</sup>	16 <sup>*</sup>	Including legal cases for customer (including End-User) filed before various courts have been considered.	73 <sup>^</sup>	13	Including legal cases for customer (including End-User) filed before various courts have been considered.

<sup>\*</sup>Includes the unresolved complaints from the financial year 2023-24

<sup>^</sup>Complaints from end user that are raised through the complaints management system have been considered.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		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, the Company has Information Security Policy & Procedure (ISMS) policy in place. The ISMS policy is designed to safeguard sensitive data, prevent unauthorized access, and mitigate potential cyber threats. A Chief Information Security Officer (CISO) has been designated to oversee the implementation and ongoing effectiveness of the ISMS policy.

The Company regularly reviews and updates these policies to stay aligned with evolving industry standards and regulatory requirements. Additionally, employee training programs and awareness initiatives are conducted to promote adherence to cyber security best practices.

The policies are publicly accessible on the Company's website through the following links:

Information Security Policy & Procedure: Available on the Company's intranet.

[Privacy Policy](#)

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

As there were no such instances, hence no corrective actions were required during the financial year for any of these issues, this question is not applicable. The company places a high priority on data privacy, cyber security, and the safety of its products and services, ensuring stringent measures are in place to uphold these standards.

**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**

Nil