

MakeMyTrip Limited

Policy on Environment, Social and Governance

Title	Environment, Social & Governance (ESG) Policy
Version	1.0

Introduction and Scope of the Policy

This policy reflects our commitment to integrate sustainability principles into our operations, as a fundamental part of our identity.

This Policy applies to MakeMyTrip Limited (hereinafter referred to as “MMT”, “MakeMyTrip” or “the Company” and includes its subsidiaries), including any subsidiaries, joint ventures or partnerships controlled by MMT. Where MMT does not have control over a joint venture or partnership, MMT must make a good faith effort to require the entity to implement this Policy.

All directors, officers and employees, regardless of citizenship, including all full-time, part-time, and contractual employees of MMT (collectively, “MMT Personnel”) must adopt this Policy. MMT also expects third parties acting on the Company’s behalf to comply with this Policy.

This ‘ESG Policy’ is subject to periodic reviews to ensure ongoing relevance and effectiveness.

Policy Objective and Focus Areas

At MakeMyTrip, we aim to integrate sustainability practices across all business activities. We are committed to take proactive measures towards continuous improvement in sustainable travel practices.

Environment

- We commit to abide by the applicable environmental regulations and adopt best practices to contribute towards environmental sustainability.
- We are committed to regularly monitor and make efforts towards making our operations environmentally sustainable. We shall evaluate having measurable internal targets to minimize our environmental footprint, focusing on areas such as Environmental Impact of Offices and Operations.
- We are committed to regularly evaluate Climate related Risks and works towards Risk Adaptation & Mitigation.
- We are committed to adopt sustainable business practices and aim to align our operations with applicable and relevant global environmental standards. Our ESG policy focuses on three key areas related to the environment:
 - Greenhouse Gas Emissions Reduction – We are committed to measure our greenhouse gas emissions from business operations and travel related activities, within the spheres of our influence. Adequate efforts to be taken to reduce our emissions footprint.
 - Waste Management – Adoption of a holistic approach to waste management, prioritizing waste reduction, recycling, and responsible disposal practices.

- Water management - Implement sustainable water management practices, focusing on water conservation, efficient usage, and responsible disposal to minimize water wastage and promote recycling.
- We are committed to contribute in sustainable tourism practices in the travel ecosystem that we operate in by promoting sustainable tourism practices.
- Periodic communication to all the stakeholders about the performance and progress of our environmental initiatives.
- We shall encourage our business partners and vendors to focus on ESG Efforts in their operations.

Social

- Individuals associated with MakeMyTrip shall be treated equally, with dignity and respect.
- MakeMyTrip is committed to building an inclusive workplace and providing equal opportunity where all individuals are treated fairly, solely on the basis of merit, and are free from any form of discrimination — including race, color, religion, national origin, gender (including pregnancy), sexual orientation, age, disability, veteran status, or any other characteristic protected by law.
- These principles are in alignment with our [Code of Conduct](#) Policy, which outlines our commitment to ethical conduct, compliance with laws, and the promotion of a respectful and inclusive work environment.
- MMT is committed to follow industry best practices related to health, safety, and employee well-being by promoting a safe and conducive work environment, providing guidance on occupational health and safety, offering comprehensive healthcare benefits, and implementing measures to mitigate health and safety risks.
- We ensure the physical and mental well-being of our employees through health and wellness programs, work-life balance initiatives, and access to mental wellbeing support, enabling our employees to thrive both personally and professionally. We shall offer continuous learning and development opportunities, such as training programs and workshops.
- Active participation in social welfare efforts shall be made through MakeMyTrip Foundation (a charitable trust promoted by MMT), CSR and similar initiatives.
- We recognise the important role businesses play in long-term human rights protection. We are committed to respecting the rights of our employees, communities, and those impacted by our operations wherever we do business (including our contractors and suppliers).
- Our dedication necessitates that we protect human rights and do everything in our power to avoid contributing to human rights abuses; we seek to be vigilant in spotting and mitigating any negative effects we may have on people and the environment and resolving grievances from affected stakeholders effectively.
- We shall ensure compliance with data privacy regulations of respective countries, wherever applicable, and be transparent about data usage policies.
- We shall provide up-to-date travel advisories and safety information to customers, ensuring they are well-informed about potential risks.
- We shall prioritize responsiveness to customer needs and ensuring our services meet rigorous quality standards, that fundamentally incorporates all relevant legislative considerations.

Governance

- We commit to conduct our business with strict adherence to the high standards of ethics and regulatory practices. Our focus on accountability, fairness, transparency, and open disclosure drives our continuous efforts to strengthen our governance framework.
- We commit to maintain a robust internal controls framework to ensure compliance and mitigate risks effectively.
- Our all employees, executives, and board members shall adhere to our Corporate Governance policies like [Code of Business Conduct and Ethics](#), [Anti-Corruption Compliance](#), [Whistleblower](#) policies etc.
- ESG requirements shall be integrated into our corporate governance framework, ensuring they are a regular part of Board discussions and decision-making processes.
- International and regional data protection and cybersecurity standards shall be complied.
- We shall ensure all employees are trained on data protection best practices and regulatory requirements.

Training and Awareness

At MakeMyTrip, we understand that effective implementation of our ESG policy requires a thorough understanding and commitment from all individuals within the organization. Therefore, we prioritize training and awareness initiatives to ensure that all team members are aligned with our ESG policy, intent and agenda. Every new employee must undergo an orientation program that covers our ESG policy. Regular training sessions and workshops shall be conducted for every department of the company to ensure that all employees remain up to date on relevant procedures and regulations.

ESG Compliance Mechanism

The overriding ESG approach remains inextricably linked to the core objective of MakeMyTrip to become a pioneer in the travel industry. Given the increasing focus and rising stakeholder expectations on ESG, coupled with the fact that this is still an evolving space with varying standards and frameworks, at this juncture, MakeMyTrip has opted to rely on the collective expertise of the entire Board of Directors for oversight of the ESG framework.

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