



SpiceJet Limited
319 Udyog Vihar, Phase-IV,
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Tel: + 91 124 3913939
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December 7, 2024

Department of Corporate Services,
BSE Limited,
Phiroz Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400001

Reference: Scrip Code: 500285 and Scrip ID: SPICEJET

Subject: Business Responsibility and Sustainability Report (FY 2023-24)

Dear Sir,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report of SpiceJet Limited for Financial Year 2023- 24, which also forms part of the Annual Report for FY 2023-24.

This is for your information and further dissemination.

Thanking you,

Yours truly,
For SpiceJet Limited

Chandan Sand
Sr. VP (Legal) & Company Secretary

Business Responsibility and Sustainability Report

We believe that true business success is intertwined with our responsibility to society and the environment. Our approach to sustainability is built on the foundation of integrating environmental, social and governance considerations into our core business strategies. We are dedicated to creating long-term value for our stakeholders while contributing positively to the communities in which we operate.

As part of responsible governance practices, we are publishing its Business Responsibility and Sustainability Report for financial year ended March 31, 2024, developed in line with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 and National Guidelines on Responsible Business Conduct. This report is a comprehensive source sustainability information relevant to all business stakeholders - investors, shareholders, regulators, and public at large.

Section A: General Disclosures

I. Details of the listed entity:

S. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the listed entity	L51909DL1984PLC288239
2.	Name of the listed entity	SpiceJet Limited
3.	Year of incorporation	1984
4.	Registered office address	Indira Gandhi International Airport, Terminal 1D, New Delhi - 110037, India
5.	Corporate address	319, Udyog Vihar, Phase IV, Gurugram - 122016, Haryana, India
6.	Email	investors@spicejet.com
7.	Telephone	+91 124 3913939
8.	Website	www.spicejet.com
9.	Financial Year for which report is being done	April 1, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited
11.	Paid-up capital	Rs.7,834,047,170 divided into 783,404,717 equity shares of Rs.10 each
12.	Name and contact details (telephone, email) of the person who may be contacted in case of queries on the BRSR report	Mr. Chandan Sand, Sr. VP (Legal) & Company Secretary +91 124 3913939 investors@spicejet.com
13.	Reporting Boundary (Standalone or Consolidated basis)	Standalone

II. Product/services:

14. Details of business activities (accounting for 90% of the entity's turnover):

S. No.	Description of Main Activity	Description of Business Activity	%Turnover of the entity
(i)	Air transportation	Air transport services of passengers and cargo	91.53

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

S. No.	Product/Service	NIC Code	%Turnover of the entity
(i)	Air transport services of passengers and cargo	51101	91.53

III. Operation:

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

Location	No. of plants	No. of offices	Total
National	0	50	50
International	0	5	5

17. Markets served by the entity:

(a) Number of locations:

Locations	Number
National (No. of States)	23
International (No. of Countries)	4

(b) What is the contribution of exports as a percentage of the total turnover of the entity?: The Company reports results of its operation on an overall basis. The revenue from operation from outside India constitute 33.77% of total revenue from operations.

(c) A brief on types of customers: Scheduled and charter air services for both passengers and cargo.

IV. Employees:

18. Details as the end of the financial year¹:

(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)	5,797	4,144	71.49	1,653	28.51
2.	Other than Permanent (E)	2,368	2,313	97.68	55	2.32
3.	Total employees (D+E)	8,165	6,457	79.08	1,708	20.92
Workers						
4.	Permanent (F)					
5.	Other than Permanent (G)			Not applicable		
6.	Total workers (F+G)					

¹Other than permanent employees includes contractors. The entire workforce of the Company is categorised as 'employees' and none as 'workers'. Therefore, the information required in all sections of this report in the 'workers' category is not applicable to the Company.

(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)	1	0	0.00	1	100.00
2.	Other than Permanent (E)	1	1	100.00	0	0.00
3.	Total differently abled employees (D+E)	2	1	50.00	1	50.00
Differently abled workers						
4.	Permanent (F)					
5.	Other than Permanent (G)			Not applicable		
6.	Total differently abled workers (F+G)					

19. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage if Females	
		No. (B)	%(B/A)
Board of Directors	5	1	20.00%
Key Management Personnel	2	0	0.00%

20. Turnover rate for permanent employees and workers:

Particulars	FY 2023-24			FY 2022-23			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	31.2	34.8	32.4	26.87	39.24	30.07	26.66	29.97	27.50
Permanent Workers	Not applicable								

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

21. 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.	SpiceJet Merchandise Private Limited	Subsidiary	100%	No
2.	SpiceJet Technic Private Limited	Subsidiary	100%	No
3.	Canvin Real Estate Private Limited	Subsidiary	100%	No
4.	SpiceJet Interactive Private Limited	Subsidiary	100%	No
5.	Spice Club Private Limited	Subsidiary	100%	No
6.	Spice Shuttle Private Limited	Subsidiary	100%	No
7.	SpiceXpress and Logistics Private Limited	Subsidiary	99.99%	No
8.	Spice Ground Handling Services Private Limited	Subsidiary	100%	No
9.	SpiceTech System Private Limited	Subsidiary	68%	No
10.	AS Air Lease 41 (Ireland) Limited (with effect from 19 October 2023)	Subsidiary	100%	No

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

(ii) Turnover: Rs. 70,499.74 million (revenue from operations)

(iii) Net worth: Rs. (25,858.47) million

VII. Transparency and Disclosures Compliances

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

Stakeholder Group	Grievance Redressal Mechanism in place (Yes/No) (Provide web-link)	FY 2023-24			FY 2022-23		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	NA	NA	NA	NA	NA	NA	NA
Investors and shareholders	Yes. Shareholders and investors can write to the Company/ RTA to email IDs investors@spicejet.com or einward.ris@kfintech.com. They may also register their complaints on SEBI SCORES Portal i.e. www.scores.gov.in	42	0	NA	20	0	NA

Stakeholder Group	Grievance Redressal Mechanism in place (Yes/No) (Provide web-link)	FY 2023-24			FY 2022-23		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes. The mechanism is available at https://corporate.spicejet.com/Content/pdf/SpiceJet_WhistleBlowerPolicy.pdf .	0	0	NA	0	0	NA
Customers	Yes	2,386	0	NA	950	0	NA
Value chain	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA

24. 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.	Ethics, Accountability, and Transparency	Risk and Opportunity	Adherence to the highest standards of transparency and business ethics results in corporate governance excellence. Our mechanism is positioned to promoting transparency in the system, adhering to compliances, and ensuring accountability.	We have implemented ethical governance framework and has adopted a code of conduct.	Ethical behaviour protect the Company punitive and reputational repercussions, beside loss of investors' confidence and brand erosion.
2.	Conservation of Energy and Fuel	Opportunity	Fuel is leading source of energy for aviation activity. The Company's measures includes maintenance of engine and airframe, flight planning, training to operational staff, regular analysis etc.	NA	Fuel cost is substantial part of overall cost and improvement in fuel consumption may results significant cost savings
3.	Emissions Management	Risk and Opportunity	One of the most important solutions to climate change is reducing greenhouse gas emissions. We are therefore committed to use energy efficient equipment to reduce carbon footprint.	We intent to use new fuel efficient aircraft to reduce our carbon footprint.	There will be significant financial implication to move to new fuel efficient fleet.
4.	Safe and Healthy Working Conditions	Risk and Opportunity	Safety and social well-being has been our highest priority at the core of our philosophy of sustainable business.	Compliance of all directives issued by regulatory bodies. Providing employee counselling and conducting health related program.	Safe environment results in lower productivity and higher

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)
5.	Waste management	Risk and Opportunity	Waste from our business activity may cause pollution. We strive to waste management.	Proper waste management including e-waste.	Recycling and reduction in single use plastic
6.	Customer experience	Opportunity	Customer experience encompasses every interaction a customer has with our services, from initial contact. It's a critical element in building customer loyalty, enhancing brand reputation, and driving business success.	Maintain strong operational performance through industry leading on-time performance, and low rates of cancellations and refund process to customers.	Focusing on customer satisfaction, operational efficiency and customer-centric results in increased new and repeat customer which ultimately enhances revenue.

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 applicable	The Code of Conduct and certain other polices are available on Company's website www.spicejet.com in 'Investors' section. Internal policies are available at intranet.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners?	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.	Nil								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Nil								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	The Company believe that a corporate enterprise must be managed not merely in the interests of its owners, but equally in those of their employees, customers, the local community and other stakeholders and therefore in our pursuit to equitably deliver benefits of the growth, the Company has adopted the principles of business responsibility in its code of conduct.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Ajay Singh Chairman & Managing Director								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	The Corporate Social Responsibility Committee evaluated the sustainability related issues, from time to time. The Committee is comprising of Mr. Ajay Aggarwal as Chairperson and Mr. Ajay Singh and Mrs. Shiwani Singh as members.								
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
Performance against above policies and follow up action	Board and its committees						Annually		
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Board and its committees						Annually		
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.	No								
12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:									
Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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, 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

- 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	Total 3 sessions were spent on familiarisation programmes as part of the meetings of the Board.	Principle 1 to 9	100%
Key Managerial Personnel	Nil	NA	NA
Employees other than Board of Directors and KMPs	Training to 7,873 employees were provided during the financial year covered in this report	Principle 1 to 9	96.42%
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 Rs.)	Brief of the Case	Has an appeal been (Yes/No)
Penalty/ Fine	Principle 1	BSE Limited	Please refer Para 22 (b) of the Corporate Governance Report		No.
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

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
	Nil

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy: Yes. Our Code of Conduct (available in the Company intranet) complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest.
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: Nil
6. Details of complaints with regard to conflict of interest:

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest: Not applicable

Leadership Indicators

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

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

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If Yes, provide details of the same: The Company have approved policies and code of conduct for its Board, and it has procedures in place to avoid/ manage conflict of interests such as Code of Conduct for Directors and Senior Managements, Policy on Related Party Transactions, Policy for determining Material Subsidiaries, Code on Fair Disclosure of Unpublished Price Sensitive Information, Code of Conduct for Prevention of Insider Trading and Whistle Blower Policy. The Company undertakes training and awareness sessions on ethical business practices, including sessions to avoid or manage the instances of conflict of interests in an appropriate manner.

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

Essential Indicators

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

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	N.A.	N.A.	N.A.
Capex	0.81%	1.47%	N.A.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No). If yes, what percentage of inputs were sourced sustainably?: Yes. All our vendor/suppliers are assessed on sustainability parameters (wherever possible) at the time of on boarding through the vendor/supplier selection process.
- 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: To ensure that waste is properly managed, we have implemented a set of steps for reusing, recycling, and disposing of waste. These include segregating of plastic waste and disposing it off with authorized vendors, disposing of batteries to authorized vendors once they reach the end of their life cycle, regularly emptying ground equipment waste oils, such as engine oil/hydraulic oil, at specified intervals, such as hourly, calendar, or by kilometre etc.
- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same: Not applicable.

Leadership Indicators

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?: Not applicable. We do not conduct any assessment of life cycle of our services.
- If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same: Not applicable.
- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry): Not applicable.
- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format: Not applicable.
- Reclaimed products and their packaging materials (as percentage of products sold) for each product category: Not applicable.

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

Essential Indicators

- (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 (E)	% (E/A)
Permanent employees											
Male	4,144	4,144	100%	4,144	100%	0	0%	4,144	100%	4,144	100%
Female	1,653	1,653	100%	1,653	100%	1,653	100%	0	0%	1,653	100%
Total	5,797	5,797	100%	5,797	100%	1,653	100%	4,144	100%	5,797	100%

(b) Details of measures for the well-being of workers:

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 (E)	% (E/A)
Permanent employees											
Male											
Female											Not applicable
Total											

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

Benefits	FY 2023-24 (As on 31.03.2023)			FY 2022-23 (As on 31.03.2022)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.00%	NA	Note*	100.00%	NA	Note*
Gratuity	100.00%	NA	NA	100.00%	NA	NA
ESI	23.1%	NA	Note*	22.5%	NA	Note*

*Note: Provident fund and ESI have not been regularly deposited with the appropriate authorities. Please refer Para No. (vii) of the Annexure A of the Independent Auditor's Report on the standalone financial statements for the year ended March 31, 2023.

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard: Yes. We encourage employees to disclose their disabilities to provide reasonable support to them to perform to their full potential. We are attempting to provide required facilities at all premises/offices.
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 policy is available on intranet.
5. Return to work and Retention rates of permanent employees and workers that took parental leave.

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

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

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not applicable
Other than Permanent Workers	
Permanent Employees	Various platforms are available with employees to register their complaint such as HR Help Desk, dedicated e-mail id for reporting POSH related complaints and strong whistle blower mechanism in place to effectively address complaints/ issues raised.
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: Nil
8. Details of training given to employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees (B)	% (B/A)	Total (C)	No. of employees (D)	% (D/C)
Permanent	5,797	Training to 7,873 employees were provided during the financial year covered in this report		7,131	1,265	17.74
Other than Permanent	2,368			2,929	0	0
Total	8,165			10,060	1,265	12.57

9. Details of safety related incidents, in the following format: The Company has implemented occupational health and safety management system for identifying workplace hazards, undertaking risk assessment, implementing necessary controls as per the level of risk, and eliminating or minimizing the identified risks. The Company has process to report the work-related safety concerns and each employee have access to non-occupational medical and healthcare services.
10. Health and safety management system: Customer and Employee safety is the primary responsibility of our Company as good health and safety practices are important to ensure a safe and productive workplace.
11. Describe the measures taken by the entity to ensure a safe and healthy work place:
We are committed to constantly improve our processes to ensure that our operation conforms to the highest level of safety standards. We strictly adheres to all regulations as enumerated by the Directorate General of Civil Aviation and other regulatory bodies. We persistently comply with all airworthiness directives issued by regulatory bodies.
12. Number of complaints on the following made by employees and workers: Nil
13. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

14. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions: Not applicable

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of employees: Yes
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners: The Company insist and ensure that all partners comply with the code of conduct.
3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: NA

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 strive to be responsible and sensitive to its stakeholders. Depending on a direct relationship of impact, influence and proximity or relevance, the Company identified various stakeholder groups like customers, employees, investors, suppliers and other value chain partners, local communities for engagement. The Company have devised a separate and dedicated mechanism to engage with each stakeholders (including shareholders, investors, vendors, customers, employees, government and other local authorities).

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	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Board of Directors	No	Email, Meetings, Annual Report, Quarterly Reports etc.	Quarterly	Role and responsibility of Board of Directors as per the Companies Act, 2013 and other applicable laws.
Shareholders and investors	No	General Meetings, website, email, newspaper, corporate announcements, stock exchange website, Annual Reports etc.	Quarterly and annually	To update about the performance of the Company and deal with investor queries.
Employees	No	Email, website, workshop, intranet	Continuous	Engagement with employees to increase efficiency and execute business operations.
Customers	No	Email, SMS, Website, Newspaper, Advertisements, Social Media, inflight magazine	Continuous	Feedback to improve services
Vendors	No	Website	Continuous	Fair and transparent procurement
Communities	Yes	Website and social media	Continuous	To understand needs of the communities and provide facilities
Government and authorities	No	Corporate filing, audits and compliances.	Need based	Compliance of applicable laws

Leadership Indicators

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

The Company has formed various committees to engage with respective stakeholders.

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

No.

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

The Company through its CSR initiatives engages with the communities based on their needs and provide support to them, whatever extent possible and feasible.

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 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	Training to 7,873 employees were provided during the financial year covered in this report*			7,131	6,833	95.82
Other than permanent				2,929	1,218	41.58
Total Employees	8,165	7,873	96.42	10,060	8,051	80.02

*Segregated data is not available

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Worker						
Other than permanent						
Other than permanent						Not applicable
Total worker						

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	4,144	1,080	26%	3,064	74%	4,860	1,893	39%	2,967	61%
Female	1,653	727	44%	926	56%	2,271	1,429	63%	842	37%
Other than Permanent										
Male	2,313	2,130	92%	183	8%	2,844	2,805	99%	39	1%
Female	55	46	84%	9	16%	85	83	98%	2	2%
Workers										
Permanent										
Male										Not Applicable
Female										
Other than Permanent										
Male										
Female										

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

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	Please refer Annexure - C of the Board's Report			
Key Managerial Personnel (KMP)	This information may not be disclosed due to confidentiality.			
Employees other than BoD and KMP				
Workers				Not applicable

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No): Yes
5. Describe the internal mechanisms in place to redress grievances related to human rights issues: The Company's Code of Conduct strongly deters wrongdoings and promote equal opportunities for all at workplace. The Code ensures there is no discrimination or harassment in the workplace and appropriate grievance mechanism is in place. In addition to this, the company has policies such as POSH Policy, Whistle blower Policy, Nomination and Remuneration Policy for Directors, Key Managerial Personnel and Other Employee etc.

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

Particulars	FY 2023-24			FY 2022-23		
	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	21	1	NA	16	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases: The Company has adopted a policy in terms of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and formed an internal committee which also ensure that a person who lodges a complaint in good faith and without malice is protected and will not allow a person raising a concern to be victimized for doing so. Similar mechanism for protection to complainant is also available in terms of whistle blower policy.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No): Yes. The Company's Code of Conduct is also applicable on its vendors which includes aspects of human rights pertaining to their operations and conduct of business, and all vendors need to comply with the Code as part of the agreement/contract.

9. Assessments for the financial year 2023-24:

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

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above: The Company has a policy on the prevention of sexual harassment, which is a gender-neutral subject matter. Risks, if any, arising from such assessments are duly taken care of, by committees comprising of both internal and external stakeholders.

Leadership Indicators

- Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints: During the reporting period, no business processes have been modified or introduced for addressing human rights grievances/complaints.
- Details of the scope and coverage of any Human rights due-diligence conducted: Nil
- Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?: Yes

Principle 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Rupees million) and energy intensity, in the following format:

Parameters	FY 2023-24	FY 2022-23
Total electricity consumption (A)	56.66	55.43
Total fuel consumption (B) - ATF and Petrol/Diesel	47,906.64	29,649.83
Total energy consumption (A+B+C)	47,963.30	29,705.26

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any: Nil.
3. Provide details of the following disclosures related to water, in the following format: Not applicable
4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation: Not applicable
5. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details: The Company is conscious of the alarming levels of pollution and growing importance on the usage of clean and renewable sources of energy. The Company continuously undertake adequate measures to reduce greenhouse gas emissions by using fleet renewal, investment in cleaner vehicles and equipment, maintenance of engine and airframe, flight planning, training to operational staff, etc.
6. Provide details related to waste management by the entity, in the following format: The Company have implemented various waste disposal and reduction initiatives across all offices and its operation.
7. 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: Not applicable
8. 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: Not applicable
9. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable
10. 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: The Company is in compliance of all applicable environmental law/ regulations/ guidelines in India.

Leadership Indicators

1. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link: The Company has an emergency procedure integrated into its management system for dealing with emergency situations as per applicable laws. A list of potential emergency situations has been identified and the roles and responsibilities of all concerned personnel are also defined to handle the emergencies effectively. The plan covers man-made and natural disasters, including a major aircraft accident, and includes command and control, crisis communications, humanitarian response, and business continuity. Training and awareness sessions are conducted for the employees and emergency handling teams to prepare them for actual emergency situations.
2. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard: There were no areas/materials in the value chain of the entity which have been identified as having significant adverse impact on the environment.
3. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts: Nil

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: The Company is a member of Federation of Indian Airlines and International Air Transport Association.
- (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.	Federation of Indian Airlines	National
2.	International Air Transport Association	International

- 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
Competition Commission of India	Express Industry Council of India alleged cartelization between five domestic airlines including the Company for fixing the rate of fuel surcharge in cargo. Competition Commission of India vide its order held that the Company along Indigo and Jet Airways are in contravention of the provisions of the Competition Act, 2002 and imposed a penalty of Rs.51.00 million on the Company.	An appeal has been filed against the order of the Competition Commission of India before the Competition Appellate Tribunal. The said order is stayed. The appeal is sub-judice.

Leadership Indicators

- Details of public policy positions advocated by the entity: Nil

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year: The Company has not undertaken any project for due to its present financial situation.
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: Not applicable
- Describe the mechanisms to receive and redress grievances of the community: The Company's Corporate Social Responsibility Policy is designed to support and provide for social and community development, which inter-alia, focuses on the needs and aspirations of the communities. In case there is a concern or grievance, the same can be logged with the CSR team representative and adequate action will be taken, as deemed appropriate.
- Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers ²	1.71%	2.13%

²Based on trade payable as on end of the financial year.

Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): Not applicable
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: Not applicable
- Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No): No
 - From which marginalized /vulnerable groups do you procure?: Not applicable
 - What percentage of total procurement (by value) does it constitute?: Not applicable
- Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: Not applicable
- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved: Not applicable
- Details of beneficiaries of CSR Projects: Not applicable

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

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback: A well-established system is in place for dealing with customer complaint and feedback. Customers are provided multiple options to connect with the Company through email, telephone, website, social media, feedback forms, etc.
- Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Particulars	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:

Particulars	FY 2023-24			FY 2022-23		
	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	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others ³	950	Nil	NA	684	Nil	NA

³Complaints relating to various subject matters such as cancellation of tickets, incorrect bookings, refund of fares, flight delays, baggage mishandling and flight cancellation. Apart from this there are consumer complaints filed against the Company in various courts/ consumer redressal forums.

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

Particulars	Number	Reason 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. In order to assist the Company in identification, evaluation and mitigation of strategic, operational, and external environment risks, the Company has framed and adopted a risk management policy as per applicable laws. The Company also has a committee on 'risk management' which includes cyber security risk.

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

Leadership Indicators

- Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available): All information regarding services provided by the Company is available on its website i.e. www.spicejet.com as well as mobile applications.
- Steps taken to inform and educate consumers about safe and responsible usage of products and/or services: The Company connects with its customer through messages and email for information related to its services. These information are also available on the Company's website. For every flight operated by us, our crew members conduct a safety and emergency protocol briefing with the passengers. Our tickets carry information about restricted items which can't be carried while flying.
- Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services: Any delay/ cancelation of in flight is informed well in advance to customers through email and messages wherever possible.
- Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No): The details of our services including terms of carriage, price of air tickets, special services, etc. are published on our website as well as on the tickets as per the prevailing laws and regulations. Creating an excellent customer experience is one of our key objective and in order to keep our business processes as close as possible to customer needs, we conduct feedbacks surveys after each completed flight through SMS. Such survey enable us to understand customers' expectations, satisfaction levels and overall experience for flying with us.
- Provide the following information relating to data breaches:
 - Number of instances of data breaches along-with impact: Nil
 - Percentage of data breaches involving personally identifiable information of customers: Nil