

The Balancing Act: Nurturing Mental Wellbeing at MakeMyTrip

In a world that never seems to slow down, where the relentless pursuit of achievement and productivity often drowns out the quieter, essential needs of our souls, there's something profound that we at MakeMyTrip share - **"Affection and support for one another"**.

For us, mental wellbeing isn't just another buzzword, or part of a corporate jargon checklist; it's a deeply ingrained part of our ethos. At our core is a culture that prioritizes emotional and psychological safety. We've transcended traditional work barriers, fostering a community that expands itself far beyond office cubicles. This isn't just rhetoric – **Care is in fact one of our foundational values**, the north-star that guides our actions and our policies alike.

The pandemic was a critical juncture for us. A defining moment that demonstrated our unwavering commitment to supporting one another during times of dire need. We promptly initiated a dedicated **COVID taskforce** with a singular mission: to extend comprehensive assistance to our employees and their families who were impacted by the crisis. From ensuring access to critical medical resources like hospital beds and oxygen to setting up our 'We Care' fund for financial challenges, we stood steadfast. We maintained a vigilant pulse on the well-being of our team members and their loved ones, prioritizing their health above all else and extending financial support to those facing hardships. This isn't just about policies; it's about a genuine bond that has deeply etched its significance within MakeMyTrip, creating a sense of unity that will forever resonate within our organization.

For the emotional well-being of our teammates, we have established a diverse support system. This includes enlightening **awareness sessions, talks with industry experts in the field, and a confidential platform** where individuals can discreetly access counselling services. We recognize the ripple effect of emotional well-being on workplace motivation and commitment. Therefore, we spare no effort in ensuring our team members have the support they need.

Emotional well-being is intrinsically linked to the engagement and motivation of our employees in the workplace. At MakeMyTrip, we make certain that no commendable effort goes unrecognized. Our **comprehensive rewards and recognition programs**, creates ample opportunities for leaders to acknowledge diverse individuals who embody a spectrum of values. Through varied reward mechanisms, we not only spotlight outstanding performers but also laud team spirit, innovation, and collaboration. In addition to these programs, we foster a culture of continuous appreciation and spontaneous spot recognition, serving as powerful channels positive reinforcement and reinforcing our collective commitment to a thriving and engaged workforce.

Speaking of inclusivity, our initiative "**MomPower**" stands as a testament to our commitment to working mothers making them feel cared for and supported at work. It's more than just about comfort; it's about mentorship, flexibility, and policies that genuinely support the journey of motherhood. We stand right beside our employees who are embarking on this phase of life by designing policies around the support of both mother & child.

At the heart of all our **policies and processes** lies this unwavering value of Care. We take immense pride in offering an open leave policy, granting our employees the autonomy to take a break when

they see fit, for reasons they consider important. We go even further by providing sabbatical opportunities for those in need.

But, we don't restrict our care to just within the organization. Our customers are equally treasured. We have pioneered a transformative concept in travel – '**Wellness Holidays**'. These aren't just trips; they are soulful experiences set against breath taking backdrops, reiterating our belief that travel can be therapeutic.

In essence, at MakeMyTrip, we're on a mission to craft a harmonious ecosystem. We aspire to continue building a community rooted in well-being, continuously working for the holistic development of our employees and customers. As our guiding principle elucidates, our journey and legacy is for, and alongside, every individual associated with us.