

ANNUAL AND QUARTERLY PERFORMANCE & RISK MANAGEMENT REPORT

Table 1: Summary of Key Performance Indicators (KPIs) and Risk Metrics (2023-2024)

KPI / Metric	Definition	2023 Performance				2024 Performance			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Revenue Growth (%)	YoY increase in total revenue	12.5	13.8	14.2	15.1	15.5	16.2	17.0	17.8
Operating Profit Margin (%)	Operating profit as a % of revenue	28.5	29.2	30.1	31.0	31.5	32.3	33.1	34.0
EBITDA Margin (%)	Earnings before interest, taxes, depreciation & amortization as a % of revenue	35.2	35.8	36.5	37.2	37.8	38.5	39.2	40.0
Free Cash Flow (€ million)	Operating profit minus capital expenditures	150	160	170	180	185	195	205	215
Return on Equity (%)	Profit after tax divided by shareholder equity	18.5	19.2	20.0	20.8	21.5	22.3	23.1	24.0
Debt to Equity Ratio	Total debt divided by total equity	0.45	0.44	0.43	0.42	0.41	0.40	0.39	0.38
Customer Satisfaction Score	Average score from customer surveys	4.2	4.3	4.4	4.5	4.5	4.6	4.7	4.8
Employee Turnover Rate (%)	Percentage of employees who leave the company	15.2	14.8	14.5	14.2	14.0	13.8	13.5	13.2
Carbon Footprint (tCO2e)	Total greenhouse gas emissions	120,000	115,000	110,000	105,000	100,000	95,000	90,000	85,000
ESG Risk Score	Overall score for environmental, social & governance risks	75	78	81	84	86	88	90	92
Operational Efficiency Index	Composite index of productivity and cost control	85	87	89	91	92	93	94	95
Market Share (%)	Company's share of total market revenue	18.5	19.2	20.0	20.8	21.5	22.3	23.1	24.0
Shareholder Return (%)	Total return to shareholders	25.2	26.8	28.5	30.1	31.5	33.2	35.0	36.8
Customer Retention Rate (%)	Percentage of customers who remain active	92.5	93.2	94.0	94.8	95.5	96.2	97.0	97.8
Employee Engagement Score	Average score from employee surveys	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8
Regulatory Compliance Score	Score based on adherence to laws and regulations	95	96	97	98	98	99	99	100
Supplier Satisfaction Score	Average score from supplier surveys	4.0	4.1	4.2	4.3	4.4	4.5	4.6	4.7
Product Quality Score	Average score from product quality audits	90	91	92	93	94	95	96	97
Customer Acquisition Cost (€)	Cost to acquire a new customer	120	115	110	105	100	95	90	85
Customer Lifetime Value (€)	Estimated total revenue from a customer	1500	1550	1600	1650	1700	1750	1800	1850
Operational Risk Score	Score based on internal control and risk management	80	82	84	86	88	90	92	94
Financial Risk Score	Score based on debt levels and liquidity	70	72	74	76	78	80	82	84
Reputation Risk Score	Score based on public perception and brand value	85	87	89	91	93	95	97	99
Strategic Risk Score	Score based on long-term business strategy	75	77	79	81	83	85	87	89
Overall Risk Score	Composite score of all risk categories	75	78	81	84	86	88	90	92

Notes: All figures are in € million unless otherwise specified. Data is preliminary and subject to audit. All figures are in € million unless otherwise specified. Data is preliminary and subject to audit.

Table 2: Detailed Costs / Fees / Charges Applicable

Sl. No.	Category	Development Fee (INR)	Costs Fee	Non-Development Fee (INR)	Percentage Service Fee (INR)	Project Funding Fee (INR)	Other Fee (INR)
1	Site Plan	1000		1000			
2	Site Plan	1000		1000			
3	Site Plan	1000		1000			
4	Site Plan	1000		1000			
5	Site Plan	1000		1000			
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8	Site Plan	1000		1000			
9	Site Plan	1000		1000			
10	Site Plan	1000		1000			
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Remarks & Notes:
 1. All fees are in INR.
 2. All fees are subject to change without any prior notice.
 3. All fees are subject to change without any prior notice.
 4. All fees are subject to change without any prior notice.
 5. All fees are subject to change without any prior notice.

Table 2: Domestic Rates Rules & Provisions

Rate Variation	Advance Notice Period	Advance Notice	Advance Period
RDRs		SEE, SLETT, DL, LULL, DLS, DR, DRYS, DLS, DRKS, D	(M, J, J, M, M, B, B, B, B)
Change Fees Per Person Per Service	Rate changes within 20 hours of booking, 20 booked or ahead of time	NL	NL
	Departure 8-9 days	USD 2000 or basic fare plus fare difference (whichever is lower)	USD 2000 or basic fare plus fare difference (whichever is lower)
Cancellation Fees Per Person Per Service	Rate changes within 20 hours of booking, 20 booked or ahead of time	NL	NL
	Departure 8-9 days	USD 2000 or basic fare (whichever is lower)	USD 2000 or basic fare (whichever is lower)
Change Cancellation allowed 0%	7 hours before the departure of flight. For change cancellation done within 7 hours - no show charge will apply.		7 hours before the departure of flight. For change cancellation done within 7 hours - no show charge will apply.
	No Show	Only taxes refundable	Only taxes refundable

1. Except DSR issued by IATA from 10/10/2020 till 31/03/2021 for August 2020 travel, the cancellation charge will be based on the basic fare plus fare change (if applicable) and not on the actual fare. Fare change is always charged with Basic Fare.

Note:

- 1. Advance Changes are applicable per person. In case of "non-refundable", Basic Fare will be refunded.
- 2. In case of the Maximum Applicable Change and Difference of fare for any itinerary.
- 3. Governmental Fees: MSJ rates will apply for change/cancellation of any itinerary.
- 4. In case of flight cancellation.
- 5. Advance cancellation will be made by the airline. No refund.
- 6. Passengers is liable back to the point of origin by the first available carrier. Full amount to be refunded.
- 7. Other arrangements for the cancelled itinerary is made in the paragraph. Refund of Basic Fare in the destination.
- 8. The percentage is not taken for the ticketed destination at passenger's request based on management. Full refund to order in respective MSJ along with cancelled non-refundable, if any.
- 9. No Per-destination Cancellation Fee applies on refund ticket.
- 10. Taxes Refundable on change/cancellation of any itinerary.

Special Rules for RDRs