

JFL/NSE-BSE/2024-25/29

August 06, 2024

**BSE Ltd.**  
P.J. Towers, Dalal Street  
Mumbai – 400001

**National Stock Exchange of India Ltd.**  
Exchange Plaza, Bandra Kurla Complex  
Bandra(E), Mumbai – 400051

**Scrip Code: 533155**

**Symbol: JUBLFOOD**

**Sub: Business Responsibility and Sustainability Report for FY 2023-24 of Jubilant FoodWorks Limited (“the Company”)**

**Ref: Regulation 34(2)(f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”)**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Listing Regulations, please find enclosed the Business Responsibility and Sustainability Report (“BRSR”) for FY 2023-24. The BRSR also forms part of the Integrated Annual Report of the Company for the financial year 2023-24, submitted to the exchanges.

Kindly take the same on record.

Thanking you,  
**For Jubilant FoodWorks Limited**

**Mona Aggarwal**  
**Company Secretary and Compliance Officer**  
*Investor E-mail id: [investor@jublfood.com](mailto:investor@jublfood.com)*  
*Encl: A/a*



# ***JUBILANT FOODWORKS***

**Business Responsibility and  
Sustainability Report FY23-24**

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# Business Responsibility & Sustainability Report

## SECTION A: | GENERAL DISCLOSURES

### 1. Details of the listed entity

S.No.	Description	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L74899UP1995PLC043677
2.	Name of the Listed Entity	Jubilant FoodWorks Limited (JFL/Company)
3.	Year of incorporation	1995
4.	Registered office address	Plot No. 1A, Sector 16-A, Gautam Buddha Nagar, Noida – 201301, U.P., India
5.	Corporate address	15 <sup>th</sup> Floor, Tower E Skymark One, Plot No. H – 10/A Sector 98, Noida- 201301, U.P., India
6.	E-mail	<a href="mailto:investor@jublfood.com">investor@jublfood.com</a>
7.	Telephone	+91 120 6927500
8.	Website	<a href="http://www.jubilantfoodworks.com">www.jubilantfoodworks.com</a>
9.	Financial year for which reporting is being done	1 <sup>st</sup> April, 2023 to 31 <sup>st</sup> March, 2024
10.	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on a. BSE Limited (BSE) b. National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	₹ 1,319.69 million
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. Suman S. Hegde Executive Vice President & Chief Financial Officer <a href="mailto:investor@jublfood.com">investor@jublfood.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).	The disclosures under this report are made on standalone basis.
14.	Name of assurance provider	TÜV SÜD South Asia Pvt Ltd
15.	Type of assurance obtained	Limited Assurance

### 2. 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.	Food and beverage service	Food and beverage services provided by hotels, restaurants, caterers, etc.	99.56 %

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.	Food and beverage service		
	• Pizza	56	• 72%
	• Others		• 22%

### 3. 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	8*	9 <sup>#</sup>	17
International	-	-	-

Note: The Company is also present through subsidiaries, please refer section "About Us" in our Integrated Report

\* Number of commissaries

<sup>#</sup> Number of offices includes : one registered office, one corporate office, 7 other offices (includes regional and other locations).

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 States and 5 UT's
International (No. of Countries)	-

Note: The Company is also present through subsidiaries, please refer section "About Us" in the Integrated Report

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

The Company's contribution of exports is around 0.08% of the total turnover

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

The Company caters to a diverse range of customers, such as professionals, families, students and many more seeking food of their preferred taste. The Company serve from various platforms such as dine in customers, take away platform, delivery and alternate channels.

### 4. Employees

#### 20. Details as at the end of Financial Year :

##### a. Employees and Workers (including differently abled):

S.No.	Particulars	Total		Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	
<b>EMPLOYEES</b>							
1.	Permanent (D)	8,262	6,781	82%	1,481	18%	
2.	Other than Permanent (E)	-	-	-	-	-	
3.	Total Employees (D + E)	8,262	6,781	82%	1,481	18%	
<b>WORKERS</b>							
4.	Permanent (F)	977	704	72%	273	28%	
5.	Other than Permanent (G)	24,881	15,085	61%	9,796	39%	
6.	Total Workers (F + G)	25,858	15,789	61%	10,069	39%	

##### b. Differently abled Employees and Workers:

S.No.	Particulars	Total		Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	
<b>DIFFERENTLY ABLED EMPLOYEES</b>							
1.	Permanent (D)	2	2	100%	0	0%	
2.	Other than Permanent (E)	-	-	-	-	-	
3.	Total Employees (D + E)	2	2	100%	0	0%	
<b>DIFFERENTLY ABLED WORKERS</b>							
4.	Permanent (F)	0	0	0%	0	0%	
5.	Other than Permanent (G)	61	58	95%	3	5%	
6.	Total Workers (F + G)	61	58	95%	3	5%	

21. Participation/Inclusion/Representation of Women

Particulars	Total	No and Percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	11	2	18%
Key Management Personnel*	3	2	67%

\*Includes the Chief Executive Officer and Managing Director

22. Turnover rate for permanent employees and workers

Particulars	FY23-24			FY22-23			FY21-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	29%	25%	28%	32%	26%	31%	26%	26%	26%
Permanent Workers	51%	30%	46%	65%	58%	63%	26%	19%	25%

5. 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.	Jubilant FoodWorks Lanka (Pvt.) Limited	Subsidiary	100%	No
2.	Jubilant FoodWorks Bangladesh Limited	Subsidiary	100% <sup>1</sup>	No
3.	Jubilant Foodworks Netherlands B.V	Subsidiary	100%	No
4.	Jubilant FoodWorks International Luxembourg	Subsidiary	100% <sup>2</sup>	No
5.	Jubilant FoodWorks International Investments Limited	Subsidiary	100%	No
6.	DP Eurasia N.V.	Subsidiary	94.33%	No
7.	Pizza Restaurantlari A.Ş.	Subsidiary	94.33% <sup>3</sup>	No
8.	Pizza Restaurants LLC	Subsidiary	94.33% <sup>3</sup>	No
9.	Fidesrus B.V.	Subsidiary	94.33% <sup>3</sup>	No
10.	Fides Food Systems B.V.	Subsidiary	94.33% <sup>3</sup>	No
11.	Hashtag Loyalty Private Limited	Associate	31.66%	No
12.	Wellversed Health Private Limited	Associate	27.81%	No
13.	Roadcast Tech Solutions Private Limited	Associate	42.55%	No

Notes:

- 1 share held by a nominee of the Company in order to comply with local law requirements in Bangladesh.
- 99% shares held by Jubilant FoodWorks International Investments Limited (wholly owned subsidiary).
- 100% shares held by DP Eurasia N.V. (94.33% shares of DP Eurasia held by Jubilant Foodworks Netherlands B.V. [wholly owned subsidiary]).

## 6. CSR Details

24.

I.	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
II.	Turnover	₹ 53,409 million
III.	Net worth	₹ 22,117 million

## 7. 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)^	FY23-24			FY22-23		
		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		0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	0	0	-
Shareholders	Yes	0	0	-	2	0	-
Employees and workers*		69	33	-	52	30	-
Customers#		11,278	47	-	10,573	53	-
Value chain partners		0	0	-	4	1	-

\*Details related to type of complaints filed by employees and workers are mention in P5-E6 of BRSR Report.

#Details related to type of customer complaints are mention in P9-E3 of BRSR Report.

^ Please refer the web-links for grievance redressal mechanisms.

- Communities: <https://www.jubilantfoodworks.com/Uploads/Files/210akm-CSRPolicy24-25.pdf>
- Shareholder Grievance: <https://www.jubilantfoodworks.com/cpage.aspx?mpgid=14&pgidtrail=102>
- Institutional Investors Grievance: <https://www.jubilantfoodworks.com/investors/investors-contact/institutional-investors>
- Employees and workers: <https://www.jubilantfoodworks.com/Uploads/Files/136akm-Code-of-Conduct-August-2021.pdf>
- Customers
  - [guestcaredominos@jublfood.com](mailto:guestcaredominos@jublfood.com)
  - [guestservices@hongskitchen.in](mailto:guestservices@hongskitchen.in)
  - [customercaredunkin@jublfood.com](mailto:customercaredunkin@jublfood.com)
  - [escalation@popeyes.in](mailto:escalation@popeyes.in)
- Value ChainPartners
  - <https://www.jubilantfoodworks.com/Uploads/Files/128akm-supplier-code-of-conduct-1st-sep22.pdf>

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

The Company believes in enhancing the visibility of risks by adopting an approach of one view of risk. As a result, management gains a holistic perspective on risk, enabling more informed decision-making and improved oversight. The Company has identified and prioritised material sustainability topics that present risk and/or opportunity to the business.

Below is the list of material issues categorised under major to significant importance to the stakeholders as well as JFL’s success.

S. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Food Safety	Opportunity, Risk	<p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>The Company has developed sustainable systems and processes for ensuring the highest standards of food safety and hygiene that results in increased consumer satisfaction and helps in attracting &amp; retaining the customers</li> </ul> <p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>The Company operations involve various stages, from sourcing ingredients to food preparation and service, where potential food safety hazards may arise.</li> <li>These food safety incidents may: <ul style="list-style-type: none"> <li>- Impact the well-being of consumers</li> <li>- Erode the brand reputation leading to loss of consumer trust and loyalty</li> <li>- Result in regulatory repercussions, including fines or sanctions</li> <li>- Disrupt normal business operations, causing temporary closures, product recalls or supply chain disruptions</li> </ul> </li> <li>Therefore, inability to adhere to prescribed food safety standards or any contamination of food product poses a significant risk to the Company.</li> </ul>	<p><b>To address this risk:</b></p> <ul style="list-style-type: none"> <li>The Company has instituted stringent quality processes, standards and parameters that adhere to FSSAI norms across all sectors, including Restaurants, SCCs, Warehouses, Vendors, etc.</li> <li>Periodic testing of food products &amp; regular food safety reviews are conducted to ensure sustained compliance and effectiveness</li> <li>The Company is highly committed in procuring raw materials from suppliers certified under GFSI program</li> <li>Regular training and awareness sessions are carried out for restaurant and SCC staff on adherence to quality norms</li> <li>The Company is actively monitoring and reducing food related customer complaints</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Higher sales due to increased brand loyalty &amp; customer retention</li> <li>Cost savings in production, transportation and inventory management due to reduced waste, optimized processes, and enhanced supply chain efficiency</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>Product recall and disposal costs</li> <li>Costs related to finding alternative suppliers, renegotiating contracts or even temporary production halts</li> <li>Penalties for non-compliance with food safety regulations</li> <li>Legal fees, settlements and damages due to lawsuits from affected consumers or regulatory bodies</li> </ul>



S. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
2	Health, Safety & Wellbeing	Opportunity, Risk	<p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>Safety and well-being of its employees &amp; delivery associates is of high importance to the Company and a cornerstone of its operational priorities</li> <li>Ensuring a secure and supportive workplace environment fosters productivity &amp; loyalty and enhances workforce morale</li> </ul> <p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>Given the nature and scale of the business which involves a large workforce engaging daily in food preparation, delivery logistics and interaction with diverse urban environments, ensuring workforce safety is paramount.</li> <li>Health, safety &amp; wellbeing is considered as critical because of following reasons:                             <ul style="list-style-type: none"> <li>Unsafe working conditions and lack of support for employee well-being can lead to low morale &amp; productivity, violation of employee rights and high attrition</li> <li>Employee casualty can be subject to negative publicity and a loss of customer trust and confidence, which can impact the Company's reputation</li> <li>Poor employee safety and well-being can lead to increased health care costs and compensation claims, which can have a significant financial impact on the organisation</li> </ul> </li> </ul>	<p>To mitigate health and safety risks, several measures have been undertaken:</p> <ul style="list-style-type: none"> <li>The Company has systematically identified potential safety hazards at SCCs &amp; restaurants and has ensured that adequate safety measures are implemented in compliance with applicable occupational health &amp; safety regulations</li> <li>Additionally, the management has established a safety review process to ensure that employees comply with safety measures</li> <li>All reported cases undergo a comprehensive review and corrective and preventive actions are implemented as necessary</li> <li>To enhance employee awareness and preparedness, regular safety training and communications are carried out</li> <li>Each Company location maintains a first response plan and details of nearby medical facilities for emergency cases</li> <li>The Company ensures that all employees and workers are covered by insurance policies, including medical, accident cover etc. to provide financial support in case of unforeseen incidents</li> </ul>	<p><b>Positive:</b></p> <p>Increased workforce morale, satisfaction and retention leading to:</p> <ul style="list-style-type: none"> <li>Enhanced productivity &amp; improved service resulting in better customer satisfaction positively impacting sales and profitability</li> <li>Reduced costs associated with recruiting, training, and on-boarding new employees</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>Costs associated with medical treatment, rehabilitation, claims management &amp; increased insurance premiums</li> <li>Fines and penalties due to non-compliance with Occupational Health &amp; Safety regulations</li> <li>Litigation and settlement costs</li> </ul>

S. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
3	Business Ethics	Opportunity, Risk	<p><b>Opportunity:</b></p> <p>Upholding the highest ethical standards present an opportunity for:</p> <ul style="list-style-type: none"> <li>Differentiation &amp; competitive advantage</li> <li>Enhancement of brand reputation</li> <li>Fostering trust among stakeholders</li> <li>Reinforce commitment to long-term value creation &amp; sustainable growth</li> </ul> <p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>In today's increasingly interconnected and scrutinized business environment, maintaining a steadfast commitment to ethical conduct is paramount. While the company has a strong track record of upholding ethical principles, it's essential to remain vigilant and proactive in addressing emerging ethical challenges.</li> <li>These ethical challenges can impact: <ul style="list-style-type: none"> <li>Culture of ethical behaviour across all levels of the organisation</li> <li>Compliance with evolving regulatory frameworks</li> <li>Company reputation on being associated with any perceived ethical lapses</li> </ul> </li> </ul>	<p>The Company has been practicing high standards of good governance &amp; ethics by having:</p> <ul style="list-style-type: none"> <li>Clear ethical guidelines and code of conduct that outline expected behaviour for employees and vendors</li> <li>Robust and effective framework for reporting of statutory compliances and review on a periodic basis</li> <li>Confidential Whistle blower channels for employees to report unethical behaviour or concerns without fear of retaliation</li> <li>Regular training sessions and educational programs to raise awareness about ethical issues</li> <li>Effective oversight mechanisms, such as independent audits, compliance committees and Board Committees to monitor adherence to ethical guidelines</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Enhanced collaboration, partnerships, and business opportunities leading to improved operations, access to new markets and strategic alliances that drive growth and innovation</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>Costs related to legal investigations &amp; lawsuits</li> <li>Fines, penalties, and increased regulatory oversight</li> <li>Impact on sales &amp; profitability due to negative publicity</li> </ul>
4.	ESG Framework & Sustainable Business Conduct	Opportunity, Risk	<p><b>Opportunity:</b></p> <p>Ensuring a robust ESG framework helps in:</p> <ul style="list-style-type: none"> <li>Cost reduction opportunities through waste minimization &amp; efficient use of resources</li> <li>Creation of a responsible brand image attracting environmental conscious customers</li> <li>Increased investor confidence</li> </ul>	<p>The Company has established clear pathway to address this risk through following:</p> <p>a) ESG framework:</p> <ul style="list-style-type: none"> <li>Review of business processes to identify material focus areas and to establish objectives &amp; targets</li> <li>Periodic tracking and review of actual achievement against targets</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Cost savings and better resource utilization due to improved operational efficiency</li> <li>Higher sales volume due to increased brand loyalty from customers supporting businesses that prioritize sustainability and social responsibility</li> </ul>

S. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
			<p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>In today's dynamic business environment, there is a growing emphasis on Environmental, Social, and Governance (ESG) considerations in business operations.</li> <li>As a result, it is essential to recognise the risk associated with evolving landscape of ESG frameworks &amp; regulations and also acknowledge the changing expectations of stakeholders, including investors, regulators, and communities.</li> <li>The risk can impact the Company in following ways:                             <ul style="list-style-type: none"> <li>Non-compliance with statutory requirements resulting in adverse action by regulators</li> <li>Negative publicity related to sustainable business practices resulting in reputational damage</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Define reporting format, content &amp; matter in line with statutory requirements &amp; industry best practices</li> <li>Human Rights:                             <ul style="list-style-type: none"> <li>Create &amp; implement a Policy specifying the human right standards &amp; principles supported by the organisation.</li> <li>Communicate Human Rights principles to suppliers / partners through Supplier Code of Conduct outlining clear expectations</li> <li>Establish formal channels for reporting of concerns by employees (POSH, Whistle Blower etc.)</li> <li>Carry out frequent employee communication around Human Rights policy &amp; channels available for reporting concerns</li> </ul> </li> <li>Waste Management:                             <ul style="list-style-type: none"> <li>Tie-up with certified vendor for waste pick-up &amp; disposal</li> <li>Streamline the process for waste disposal / recycle / reuse in phased manner ensuring compliance with statutory requirements &amp; sustainable practice</li> <li>Periodic review to identify waste recycle / reuse / reduction opportunities, defining action plan &amp; ensuring implementation</li> </ul> </li> <li>Environment:                             <ul style="list-style-type: none"> <li>Create &amp; implement Environment Policy specifying company's commitment &amp; initiatives undertaken towards reducing:                                     <ul style="list-style-type: none"> <li>carbon footprint</li> <li>water wastage</li> <li>impact of company's operations on environment</li> </ul> </li> <li>Ensure Energy Management System ('EMS') is installed at all SCCs &amp; restaurants for real time remote monitoring of Electricity consumption and providing actionable information for optimizing energy usage</li> </ul> </li> </ul>	<p>Negative:</p> <ul style="list-style-type: none"> <li>Legal liabilities, fines and penalties due to non-compliance with ESG regulations</li> <li>Impact on sales &amp; profitability due to negative publicity related to ESG issues</li> </ul>

S. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
5	Cyber Security	Opportunity, Risk	<p><b>Opportunity:</b></p> <p>The Company has a robust Cyber security framework which helps in:</p> <ul style="list-style-type: none"> <li>Increased availability of ordering platforms</li> <li>Increased consumer confidence</li> </ul> <p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>Cyber security threats have emerged as an important risk to consider across industries as organisations are moving to newer touchpoints such as social, mobile computing and cloud computing</li> <li>Hacking, ransomware, social engineering and other cyber-attacks are some of the ever-present threats to data security and system availability</li> <li>Cyber security threats may lead to: <ul style="list-style-type: none"> <li>Leakage of company or consumer or employee information</li> <li>Business disruption</li> <li>Financial losses</li> <li>Reputational damage</li> </ul> </li> </ul>	<p>The Company has undertaken following measures to address the Cyber Security risk:</p> <ul style="list-style-type: none"> <li>Robust information systems and processes to protect business information, including personal information of customers, employees and business partners, while it is collected, processed, consumed and stored in various internal and external systems</li> <li>As mandated by RBI Guidelines on Regulation of Payment Aggregators and Payment Gateways, the company does not store any Customer Card details like Card Number, CVV Number, Card Expiry Date etc. on systems</li> <li>Alignment with well-known Cyber Security best practices and frameworks including NIST CSF and ISO 27001. Migration to the latest ISMS Standard ISO 27001:2022 to keep up to date with global standards for information security. Company is now certified for latest version of PCI-DSS i.e., V4.0. This is as per annual process with Certifications attested by the Payment Card Industry accredited Auditors, in-line with Industry Standards.</li> <li>Regular assessment of Company's Cyber Security Maturity w.r.t. NIST CSF is done to constantly improve Company's cyber security posture and strengthen the digital assets of the Organisation</li> <li>Constant improvement of cyber security processes &amp; technologies, raising employee awareness and embedding security in day to day functions</li> <li>Agile, prompt and scalable cyber security team which monitors digital infrastructure and business information 24x7 to respond to cyber threats. Working with the Industry Cyber Security Consulting Partners, OEMs and Leading Cyber-security technologies available.</li> <li>Recovery drills to ensure preparedness and speedy recovery in case of any disaster</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Cost savings and better resource utilization due to improved operational efficiency</li> <li>Higher sales resulting from seamless customer experience due to minimized downtime</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>Ransom payments</li> <li>Regulatory fines</li> <li>Revenue loss due to operational disruption</li> <li>Costs associated with restoring systems &amp; data recovery</li> <li>Costs associated with litigation, settlements, and regulatory investigations</li> </ul>
6.	Multi-geography business operations	Opportunity, Risk	<p><b>Opportunity:</b></p> <p>Multi-geography business operations present several positive aspects and opportunities:</p> <ul style="list-style-type: none"> <li>Diversification of revenue streams and reduce dependence on any single market</li> <li>Access to larger customer base and potential to capture new customer segments</li> </ul>	<p>To mitigate the risk, following steps have been taken by the Company:</p> <ul style="list-style-type: none"> <li>Establishing a central team with the oversight &amp; governance responsibilities for all geographies along with clearly defined objectives &amp; responsibilities</li> <li>Implementation of clear reporting structures across all geographies (direct reporting lines &amp; escalation procedures)</li> </ul>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Improved profitability due to economies of scale in production, distribution, and marketing</li> <li>Increase in shareholder value resulting from international expansion of market presence and brand recognition</li> </ul>

S. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
6			<ul style="list-style-type: none"> <li>Economies of scale by leveraging operational efficiencies</li> <li>Strengthen brand recognition, reputation, and market leadership by positioning as a global player</li> </ul> <p>Risk:</p> <ul style="list-style-type: none"> <li>Managing operations across multiple geographies introduces a unique set of challenges. Variations in regulatory environments, cultural nuances and economic conditions necessitate a sophisticated approach to business operations.</li> <li>Diversification also requires vigilant oversight and adaptive strategies as it may lead to:                             <ul style="list-style-type: none"> <li>Heightened operational complexities</li> <li>Financial &amp; market volatility due to fluctuations in economic conditions</li> <li>Reputational repercussions that extend globally</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Defining and tracking key performance indicators (KPIs) and metrics to monitor the health and performance of operations in each geography (including monitoring of country specific risks as well as currency risks)</li> <li>Maintaining regular communication with local managers / teams to stay informed about developments on the ground</li> <li>Identifying local organisation, government agencies &amp; industry associations and establishing partnerships / collaboration to share recent development / best practices</li> <li>Fostering cross-functional collaboration between departments and teams across geographies to share knowledge, best practices and resources</li> </ul>	<p>Negative:</p> <ul style="list-style-type: none"> <li>Losses due to unfavourable currency exchange rate fluctuations</li> <li>Potential penalties for non-compliance with local regulations</li> <li>Increased costs due to operational challenges and supply chain disruptions</li> <li>Impact on sales volumes, pricing strategies, and revenue streams due to changes in economic growth, consumer spending patterns or competitive pressures in specific markets</li> </ul>
7	Post-Merger Integration / Consolidation	Risk	<p>Risk:</p> <ul style="list-style-type: none"> <li>As the Company continue to explore growth opportunities and strategic partnerships, it is imperative to acknowledge the inherent complexities associated with post-merger integration and consolidation.</li> <li>While mergers and acquisitions present avenues for synergies and expansion, they also introduce transitional challenges that require careful navigation.</li> <li>These challenges can range from cultural differences to operational harmonization and may:                             <ul style="list-style-type: none"> <li>Result in loss of synergies</li> <li>Impact seamless operations</li> <li>Impact performance metrics</li> </ul> </li> </ul>	<p>Following measures have been taken by the company:</p> <ul style="list-style-type: none"> <li>Establish an integration team comprised of Subject Matter Experts with clear roles and responsibilities</li> <li>Develop a comprehensive Integration Plan outlining specific objectives, timelines, and responsibilities for each stage of the integration process (including areas of synergies, organisational structure, standardization of processes, operations, technology, culture and talent management)</li> <li>Continuously monitor progress of the integration process and evaluate its success</li> <li>Ensure compliance with relevant legal and regulatory requirements throughout the integration process</li> <li>Develop financial consolidation process and ensure adherence including compliance with relevant Accounting Standards &amp; other applicable regulations</li> <li>Develop a communication strategy to keep employees, suppliers and other stakeholders informed about the integration process.</li> </ul>	<p>Negative:</p> <ul style="list-style-type: none"> <li>Potential short-term losses due to disruption of operations impacting revenue streams and customer relationships</li> <li>Delays or failures in achieving synergies such as cost savings or revenue enhancements</li> </ul>

## 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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Ethics & Transp-arency	Product Respo-nsibility	Human resources	Respon-siveness to Stakeholders	Respect for Human Rights	Enviro-nment Protection	Public Policy Advocacy	Inclusive Growth	Customer Enga-gement
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	<a href="https://www.jubilantfoodworks.com/policies_codes.aspx?mpgid=14&amp;pgid1=30&amp;pgidtrail=54">https://www.jubilantfoodworks.com/policies_codes.aspx?mpgid=14&amp;pgid1=30&amp;pgidtrail=54</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	No	No	No	No	No	No	No	No	No
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trust) standards (e.g. SA 8000, OHSAS, ISO, BIS)									
FSSC 22000	Yes	Yes	Yes	Yes	Yes	Yes	-	-	Yes
National Safety Council of India	Yes	Yes	Yes	Yes	Yes	-	Yes	-	-
Great Place to Work	Yes	-	Yes	Yes	Yes	-	-	Yes	-
FSMS	Yes	Yes	-	Yes	-	-	-	-	Yes

### 5. Specific commitments, goals and targets set by the entity with defined timelines

The Company has set Sustainability goals that are in line with the UN SDGs and nine principles of NGRBC, addressing key issues identified during the materiality assessment.

S.No.	Target/Action	Alignment with BRSR Principles
1.	100% farm traceability of key ingredients (Vegetables, Chicken, Pizza Sauce, Oregano and Chili) in food products at Domino's, Popeyes and Hong's Kitchen by FY 2030.	Principle-1- Ethics, Transparent, and accountable Principle-2- Provide goods and services in a manner that is sustainable and safe
2.	More than 1 million individuals, to be positively impacted through community outreach engagements by FY 2030.	Principle-5- Respect and promote human rights Principle-3- Respect and promote the well-being of all employees Principle-4- Be responsive towards all its stakeholders Principle-8- Should promote inclusive growth and equitable development

S.No.	Target/Action	Alignment with BRSR Principles
3.	Achieve a gender-diverse workplace by targeting a representation of 40% women in the workforce by FY 2030.	Principle-8- Should promote inclusive growth and equitable development
4.	Achieve a 50% increase in total training hours by FY 2026.	Principle-8- Should promote inclusive growth and equitable development Principle-3- Respect and promote the well-being of all employees
5.	Strengthen governance through trainings, communications, and guidance on Code of Conduct by FY 2026.	Principle-1- Ethics, Transparent, and accountable Principle-5- Respect and promote human rights Principle -7- Responsibly and transparently engaging in influencing public and regulatory policy
6.	Ensure all food ingredients at Domino's are free from artificial preservatives, colors, and flavors.	Principle-1- Ethics, Transparent, and accountable
7.	Sourcing Poultry from farms with "No Antibiotics Ever" used in those farms.	Principle-1- Ethics, Transparent, and accountable Principle-2- Provide goods and services in a manner that is sustainable and safe Principle-9- Engage with and provide value to their consumers in a responsible manner Principle-5- Respect and promote human rights
8.	100% ingredients for Domino's will be sourced from suppliers working under Global Food Safety Initiative (GFSI) programs FY 2030.	Principle-2- Provide goods and services in a manner that is sustainable and safe
9.	Domino's to continue maintaining 6 sigma levels in food safety-related customer complaint.	Principle-2- Provide goods and services in a manner that is sustainable and safe Principle-9- Engage with and provide value to their consumers in a responsible manner
10.	80% of delivery fleet to be Electric Vehicles by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment
11.	All commissaries to be 100% water neutral by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment
12.	50% of energy requirement in the commissaries to be sourced from renewable sources by FY 2030.	Principle-6- Respect, protect and make efforts to restore the environment

## 6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.

The Company monitors the sustainability performance on monthly basis and reports to the Board on Half yearly basis.

S.No.	Target/Action	Progress Status
1.	100% farm traceability of key ingredients (Vegetables, Chicken, Pizza Sauce, Oregano and Chili) in food products at Domino's, Popeyes and Hong's Kitchen by FY 2030.	Procuring 100% traceable oregano, basil and chilli for Dominos. Procuring 100% traceable poultry for Dominos, Hong's Kitchen and Popeyes, from farms with "No Antibiotics Ever" used in those farms
2.	More than million individuals, to be positively impacted through community outreach engagements by FY 2030.	Positively impacted 569,950 people in FY23-24, through the community outreach engagement, indicating progress towards the goal. <ul style="list-style-type: none"> <li>Healthcare: Catering to population of 469,000 around 8 commissaries, treated more than 107,000 patients</li> <li>Skill Development: Trained 6,600+ candidates from the under catered areas of the country</li> <li>Dairy Farmer Development - Working with 7,240 farmers</li> <li>Food Safety and Eat right: Trained 5,300 food handlers and awareness to 5000+ citizens through eat right mela</li> </ul>
3.	Achieve a gender-diverse workplace by targeting a representation of 40% women in the workforce by FY 2030.	Women comprise 34% of our total workforce, indicating progress towards the goal.

S.No.	Target/Action	Progress Status
4.	Achieve a 50% increase in total training hours by FY 2026.	Total training manhours have increased over 50% from baseline FY 2022
5.	Strengthen governance through trainings, communications, and guidance on Code of Conduct by FY 2026.	The Company is constantly conducting code of conduct awareness campaigns, conducting trainings on POSH, and disseminating information via emails and digital signage systems to the employees and workers.
6.	Ensure all food ingredients at Domino's are free from artificial preservatives, colors, and flavors.	All food ingredients at Domino's are completely free from artificial preservatives, colours, and flavours
7.	Sourcing Poultry from farms with "No Antibiotics Ever" used in those farms.	All the poultry are sourced from farms with "No Antibiotics Ever" used in those farms
8.	100% ingredients for Domino's will be sourced from suppliers working under Global Food Safety Initiative (GFSI) programs FY 2030.	93% of manufacturers are certified under GFSI programs.
9.	Domino's to continue maintaining 6 sigma levels in food safety-related customer complaint.	Maintaining less than 6 sigma levels in food safety-related customer complaints.
10.	80% of delivery fleet to be Electric Vehicles by FY 2030.	47% of the delivery fleet consists of electric vehicles. 100% of the delivery fleet for Popeyes and Hong's Kitchen are electric vehicles.
11.	All commissaries to be 100% water neutral by FY 2030.	The Company achieved 17% water harvesting through rooftop rain water harvesting practices at the Commissaries.
12.	50% of energy requirement in the commissaries to be sourced from renewable sources by FY 2030.	The Company's present renewable energy share for Commissaries is 9% To achieve the target Jubilant FoodWorks has signed a power purchase agreement for procuring ~10 million units for Bangalore Food-Tech park and ~4 million units for Greater Noida Commissary.

\*Key ingredients includes: Vegetables, Chicken, Pizza Sauce, basil, Oregano & Chili

## 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)

Dear Stakeholders,

Welcome to the Business Responsibility Report of Jubilant FoodWorks Limited (JFL). I am honored to share our Company's journey towards sustainability and how it is intricately links and supports to our overall performance.

At JFL, sustainability is the foundation of our operations. We firmly believe that by embracing sustainable practices, we not only create value for our stakeholders but also drive long-term success for our business.

Our commitment to sustainability is evident in everything we do. From implementing awareness programs on human rights to introducing innovative solutions like the "No Antibiotic Ever" in Poultry Birds, we prioritize sustainability across all facets of our operations. These initiatives not only reflect our values but also contribute to our overall performance by enhancing brand reputation, customer loyalty, and employee morale.

Furthermore, our dedication to environmental sustainability is reflected in our efforts to reduce our carbon footprint through initiatives such as procuring e-bikes for delivery, using renewable power for our Bangalore food tech park, introducing environmentally friendly solutions like the lidless pizza box etc.. By embracing sustainable practices, we not only minimize our environmental impact but also drive operational efficiency and cost savings, thereby enhancing our bottom line.

Additionally, our focus on employee development and well-being is another key aspect of our sustainability strategy. Through the successful implementation of our progression plan for store employees, we not only empower our team members to grow and thrive but also foster a culture of innovation and excellence, which ultimately translates into improved customer experiences and business performance.

In conclusion, sustainability is not just a standalone initiative for us; it's deeply integrated into our business strategy and is fundamental to our success. By prioritizing sustainability, we not only create value for our stakeholders but also ensure the long-term resilience and prosperity of our business.

Thank you for your continued support and partnership as we continue our journey towards a more sustainable future.



**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy (ies).**

S.No.	Particulars	Details
1.	DIN Number	06539295
2.	Name	Ms. Suman S. Hegde
3.	Designation	Executive Vice President & Chief Financial Officer
4.	Telephone number	+91 120 6935400
5.	E-mail id	<a href="mailto:investor@jubfood.com">investor@jubfood.com</a>

**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, the Company has a Sustainability and Corporate Social Responsibility Committee (SCSR Committee), responsible for implementation of the BRSR policy and it comprises of the following members.

Name of the Member(s)	DIN	Category	Designation
Ms. Deepa Misra Harris*	00064912	Chairperson & Independent Director	Member
Mr. Shyam S. Bhartia	00010484	Non – Executive Director	Member
Mr. Hari S. Bhartia <sup>#</sup>	00010499	Non – Executive Director	Member
Mr. Shamit Bhartia	00020623	Non – Executive Director	Member
Ms. Aashti Bhartia	02840983	Non – Executive Director	Member
Mr. Ashwani Windlass	00042686	Independent Director	Member
Mr. Berjis Minoo Desai	00153675	Independent Director	Member
Mr. Sameer Khetarpal	07402011	Chief Executive Officer and Managing Director	Member

\* Re- designated as Chairperson of the Committee w.e.f. July 25, 2023.

<sup>#</sup>Ceased to be the Chairperson of the Committee and re-designated as member of the Committee w.e.f. July 25, 2023.

**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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Committee of the Board: The SCSR committee reviews and advise us on the sustainability performance									Half Yearly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee and Board: The Audit Committee & Board reviews, compliance with applicable statutory requirements on Half Yearly basis																	

**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.**

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Disclosure Questions	Ethics & Transparency	Product Responsibility	Human resources	Responsiveness to Stakeholders	Respect for Human Rights	Environment Protection	Public Policy Advocacy	Inclusive Growth	Customer Engagement

Yes, JFL has robust and comprehensive internal audit mechanism in place covering its key processes and policies. Additionally, independent external professional firms conduct internal audits across functions throughout the year.

## 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

**P1-E1 Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total no of trainings and awareness programs held	Topics/principles covered under the trainings and its impact	% age of persons in respective category covered by the awareness program
Board of Directors	2	Awareness on 9 principles of National guidelines on responsible business conduct.	100%
Key Managerial Personnel	2		100%
Employees Other than BoD and KMP's	75	Some of the topics covered under trainings includes but is not limited to, wellness trainings, customer responsibility, stakeholder engagements, diversity and inclusive growth, human rights, business ethics, leadership trainings, mentoring journey sessions and people management development program.	100%
Workers	13,306	On job and skill development trainings: Includes but is not limited to product training, ethics, guest centricity, Food safety trainings, and so on.	100%

Note: Ongoing training and awareness programs on various topics covered under the principles of NGRBC are conducted throughout the organisation.

**P1-E2 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 Principles	Name of the regulatory agency	Amount (in ₹)	Brief of case	Has an appeal been preferred? (yes/No)
Penalty/Fine					
Settlement			Nil		
Compounding fee					

	Non- Monetary				
	NGRBC Principles	Name of the regulatory agency	Amount (in ₹)	Brief of case	Has an appeal been preferred? (yes/No)
Imprisonment					
Punishment			Nil		

During FY23-24, there were no fines/penalties/punishments/awards/compounding fees/settlements on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 imposed on the Company or its Directors/KMPs

**P1-E3 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 regulatory/enforcement agencies/judicial institutions
NA	Nil

**P1-E4 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, The Company has an Employees' Code of Conduct that includes provisions on anti-bribery and corruption.

The Company reinforces Code of Conduct at various platforms and it is continuously monitored by strong controls established by Internal Audits Team.

**Employee Code of Conduct**

The Employees' Code of Conduct, applicable to all its employees and workers, enunciates principles for ethical business conduct and acceptable behaviour. The Code mirrors Company's core values and covers aspects related to but not limited to ethics, bribery and corruption. The code has been made available as a part of the Employees' Handbook.

Committed to developing a culture of having high ethical, moral and legal standards of business conduct, the Company has put in place a Whistle Blower Policy which provides a neutral and unbiased forum for the Directors, Employees, Business Partners and its subsidiaries (both Indian and foreign) to voice their concerns in a responsible and effective manner.

As per the Code of Conduct, JFL and its employees shall neither receive nor offer or make, directly or indirectly, any illegal payments, remuneration, gifts, donations or comparable benefits that are intended, or perceived, to obtain uncompetitive favours for the conduct of its business. No employee shall make, authorize, abet or collude in an improper payment, unlawful commission or bribing.

**Code of Conduct for the Board of Directors and Senior Management**

The Company has adopted a Code of Conduct for the Board of Directors and Senior Management to guide them for ensuring highest ethical standards in managing the affairs of the Company.

**Code of Conduct for Suppliers**

The Company has a policy on ethics, transparency and accountability that applies to all its suppliers. It is part of the supply agreement signed with all the suppliers. The agreement has important clauses related to compliance with laws, ethical business practices, compliance with environmental regulations, and providing safe working environment etc.

Please visit the webpage for reference: [https://www.jubilantfoodworks.com/policies\\_codes.aspx?mpgid=14&pgid1=30&pgidtrail=54](https://www.jubilantfoodworks.com/policies_codes.aspx?mpgid=14&pgid1=30&pgidtrail=54)

**P1-E5 Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption**

There have been no case for FY23-24 involving any disciplinary actions taken by any law enforcement agency for the charges of bribery / corruption against Directors / KMP / Employees / workers that have been brought to attention.

Segment	FY23-24	FY22-23
Directors		
KMP's		
Employees	NA	NA
Workers		

**P1-E6 Details of complaints with regard to conflict of interest:**

	FY23-24		FY22-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NA	-	NA	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

**P1-E7 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.**

NA

**P1 E8 Number of days of accounts paybles((Accounts payable\*365)/Cost of goods/services procured)**

No of Days of Account Payables	FY23-24	FY22-23
	51.23	50.03

**P1-E9 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	FY23-24	FY22-23
Concentration of Purchases	a. Purchases from trading house as % of total purchases	NA	NA
	b. Number of trading house where purchases are made from	NA	NA
	c. Purchases from top 10 trading houseas % of total purchase from the trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	3.35%	2.88%
	b. Sales (Sales to related parties / Total Sales)	0.13%	0.30%
	c. Loans and advance ( Loans and advances given to related parties / Total loans and advances)	0%	0%
	d. Investments ( Investments in related parties / Total Investments made)	63.03%	55.88%

**Leadership Indicators****P1-L2 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**

Yes, the Company's Code of Conduct for Directors and Senior Management, inter-alia, outlines that

- If an individual's personal interest interferes with the interests of the Company, a 'conflict of interest' arises. A conflict of interest has the effect of influencing or distorting business decisions by reason of individual, family, financial or other interests. In such a situation, the Directors/Senior Management must promptly disclose the details to the Board of Directors.
- Monetary transactions between the Company and a Director and/or their related parties shall be brought to the knowledge of the Board.
- The Directors/Senior Management should not appropriate corporate business opportunities for themselves or use Company information for personal gain. The Board of Directors annually affirm to the Compliance of the Code of Conduct.

The Company receives annual declaration from the Board of Directors with a list of entities they are interested in and also when there is any change in their interest. The Company ensures requisite approvals as required under the applicable laws before transacting with such entities / individuals. Also, the interested director doesn't participate in the matter at the Board/ committee meetings.

**PRINCIPLE 2****Businesses should provide goods and services in a manner that is sustainable and safe****Essential Indicators****P2-E1 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.**

	FY23-24	FY22-23	Details of the improvement in environment and social impacts
R&D	-	-	Not Applicable
Capex	5%	9%	Investments on enhancing Energy management Systems, reducing environmental impact from bikes emissions, retrofitting old air-conditioning units with energy efficiency Air conditioners etc..

**P2-E2 A. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes, the Company has been focused towards sustainable procurement and have incorporated social, ethical, and environmental factors into the supplier assessment checklist during the onboarding of new suppliers to support sustainable sourcing.

The sustainability policy and supplier code of conduct is available at the website and is communicated to the suppliers to conduct their business in a manner compliant with applicable environmental laws, regulations and industry standards and support the firm's efforts to operate sustainably.

The policies are available on the website:

- Supplier Code of Conduct  
<https://www.jubilantfoodworks.com/Uploads/Files/128akmfile-JFL-Supplier-Code-of-Conduct-1<sup>st</sup>-Jan-2018.pdf>,
- Policy on usage of Antibiotic in Poultry Birds' Health Management:  
[https://www.jubilantfoodworks.com/Uploads/Files/130akmfile-JFL\\_Policy-on-usage-of-Antibiotic-in-Poultry-Birds-Health-Management.pdf](https://www.jubilantfoodworks.com/Uploads/Files/130akmfile-JFL_Policy-on-usage-of-Antibiotic-in-Poultry-Birds-Health-Management.pdf)
- Sustainability and Business Responsibility Policy  
<https://www.jubilantfoodworks.com/Uploads/Files/199akmfile-sustainability-policy.pdf>

**B. If yes, what percentage of inputs were sourced sustainably?****a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

100% of the key ingredients suppliers FSMS compliant. The Company has a mandate of onboarding FSSAI certified suppliers for raw material sourcing.

Majority of the key suppliers are ISO 22000 certified and some of them hold additional credentials such as ISO 14001, OSHAS 18001, HACCP, RSPO etc, which covers their commitment towards environment, social and governance and quality assurance team, conduct timely audits to ensure their compliance.

**P2-E3 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.**

All facilities are equipped with waste management systems. All of their waste, including non-hazardous, hazardous, and e-waste, is disposed of through authorised third-party service providers.

The Company is managing their waste in a safe and responsible manner, and they are in compliance with plastic rules and Extended Producer Responsibility.

General overview of the steps followed is as below:

- Collection: Waste from various sources is collected by third party.
- Sorting and processing: The collected waste is sorted by removing any non-plastic materials, such as paper or metal

3. Recycling: Processed waste is sold to manufacturers who use this to produce recycled products, such as pallets, dustbins, benches chairs etc..
4. Reporting: Third party reports the amount of plastic recycled and other information to us for submitting final report to regulatory authorities.

**P2-E4 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.**

Yes, the Company adheres to all the applicable rules and regulations regarding product manufacture/ storage/ distribution and labelling information (under Food Safety and Standards) for all its food products. In addition to that the Company also ensures compliance as per Legal Metrology and CPCB EPR (Extended Producer Responsibility).

In FY23-24, Jubilant FoodWorks disposed total 143.21 MT of waste. The Company always tries to recycle the best amount of plastic and this year the Company has recycled more than assigned targets.

**Leadership Indicators**

**P2-L3 Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

The Company does not use any recycled or reused material in production.

Indicate Input Material	Recycled to reused input material to total material	
	FY23-24	FY22-23
NA	NA	NA

**P2-L4 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:**

	FY23-24			FY22-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics including packing (MT)	0	143.21		0	144.18	0
E waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other	-	-	-	-	-	-

**P2-L5 Reclaimed products and their packaging materials (as percentage of products sold) for each product category**

Indicate the product category	Reclaimed products and their packaging material
NA	NA

**PRINCIPLE 3****Businesses should respect and promote the well-being of all employees, including those in their value chains****Essential Indicators****P3-E1 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)
<b>Permanent Employee</b>											
Male	6,781	6,781	100%	6,781	100%	-	-	6,781	100%	1,620	24%
Female	1,481	1,481	100%	1,481	100%	1,481	100%	-	-	344	23%
Total	8,262	8,262	100%	8,262	100%	1,481	18%	6,781	82%	1,964	24%
<b>Other than Permanent Employee</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

**P3-E1 B. Details of measures for the well-being of workers**

Category	% 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)
<b>Permanent Workers</b>											
Male	704	704	100%	704	100%	-	-	704	100%	-	-
Female	273	273	100%	273	100%	273	100%	-	-	-	-
Total	977	977	100%	977	100%	273	28%	704	72%	-	-
<b>Other than Permanent Workers</b>											
Male	15,085	15,085	100%	15,085	100%	-	-	15,085	100%	-	-
Female	9,796	9,796	100%	9,796	100%	9,796	100%	-	-	-	-
Total	24,881	24,881	100%	24,881	100%	9,796	40%	15,085	60.63%	-	-

\*100% of coverage under day care facilities as per law.

**P3-E1 C. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format**

	FY23-24	FY22-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.68%	0.69%

**P3-E2 Details of retirement benefits, for Current Financial Year and Previous Financial Year.**

Benefits	FY23-24			FY22-23		
	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%	100%	Y	100%	100%	Y
Gratuity*	100%	100%	Y	100%	100%	Y
ESI**	100%	100%	Y	100%	100%	Y

\*The Company is in compliance as per payment of Gratuity Act

\*\*All employees and workers eligible as per law

**P3-E3 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, the Company's workplaces are accessible to people with disabilities, and constant efforts are being made to improve infrastructure and remove barriers to accessibility.

**P3-E4 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 encourages diverse and inclusive growth and is committed to providing an inclusive work culture and a discrimination-free environment for equitable development. The Company's commitments to diverse and inclusive growth, equitable development, and the promotion of human rights are highlighted in the Equal Opportunity Policy and Sustainability Policy. [https://www.jubilantfoodworks.com/policies\\_codes.aspx?mpgid=14&pgid1=30&pgidtrail=54](https://www.jubilantfoodworks.com/policies_codes.aspx?mpgid=14&pgid1=30&pgidtrail=54)

**P3-E5 Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	FY23-24			
	Permanent employee		Permanent Workers	
	Return to work rate	Retention rate*	Return to work rate	Retention rate*
Male	100%	0%	100%	100%
Female	100%	71%	100%	42%
<b>Total</b>	<b>100%</b>	<b>52%</b>	<b>100%</b>	<b>50%</b>

\*Total number of employees, by gender, who were still employed 12 months after they returned to work post parental leave taken in FY22-23

**P3-E6 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.**

	Yes/No (Details of the mechanism in brief)
Permanent Workers	Yes
Other than permanent workers	Yes
Permanent employees	Yes
Other than permanent employees	Yes

The Company communicates in a very transparent and open manner. Employees/Workers get a regular opportunity to voice their issues during town hall meetings. Furthermore, the Company maintains a culture of open doors that gives all employees, access to senior management. A suggestion box is also set up in the facilities to assess and handle staff complaints.

In accordance with Section 177(9) of the Act and Regulation 22 of the Listing Regulations, the Company has a Whistle Blower Policy (the "Policy") in place and has created essential monitoring mechanisms for Directors and staff to raise concerns about unethical activity.

**P3-E7 Membership of employees and worker in association(s) or Unions recognised by the listed entity**

Category	FY23-24			FY22-23		
	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)
<b>Total</b>						
<b>Permanent Employees</b>	8,262	0	0	7,115	0	0
Male	6,781	0	0	6,016	0	0
Female	1,481	0	0	1,099	0	0
<b>Total</b>						
<b>Permanent Workers</b>	977	0	0	1,288	0	0
Male	704	0	0	1,021	0	0
Female	273	0	0	267	0	0



**P3-E8 Details of training given to employees and workers:**

Category	FY23-24					FY22-23				
	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)
<b>Employees<sup>#</sup></b>										
Male	6,781	2,059	30%	2,180	32%	6,016	577	10%	827	14%
Female	1,481	324	22%	476	32%	1,099	41	4%	200	18%
Total	8,262	2,383	29%	2,656	32%	7,115	618	9%	1,027	14%

Category	FY23-24					FY22-23				
	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)
<b>Workers*</b>										
Male	15,789	15,789	100%	15,789	100%	16,598	16,598	100%	16,598	100%
Female	10,069	10,069	100%	10,069	100%	9,039	9,039	100%	9,039	100%
Total	25,858	25,858	100%	25,858	100%	25,637	25,637	100%	25,637	100%

Note:

\*Given the nature of the job, the safety and quality of service are always prioritized. Hence, the company ensures that the workers undergo training in areas such as food safety, fire safety, quality control, guest services, and more. Additionally, to safeguard bike riders and promote road safety, driver and rider safety training is also provided.

# All corporate employees are covered under skill development trainings conducted via online modes as well as classroom trainings.

**P3-E9 Details of performance and career development reviews of employees and worker:**

The Company has a strong performance management system in place, wherein performance reviews are conducted. To enhance this experience, multiple workshops on "Elevating Performance Conversations" covering 600+ people managers are facilitated by external trainers. These workshops aid in equipping managers with an in-depth understanding of the performance management process and how it positively impacts business outcomes and would lay out the guidance for conducting effective conversations and providing constructive feedback. All flexi workforce is getting performance evaluated on timely basis and for shift manager and above, annual performance evaluation process is followed.

Category	FY23-24			FY22-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	6,781	6,781	100%	6,016	6,016	100%
Female	1,481	1,481	100%	1,099	1,099	100%
Total	8,262	8,262	100%	7,115	7,115	100%
<b>Workers</b>						
Male	15,789	15,789	100%	16598	16,598	100%
Female	10,069	10,069	100%	9,039	9,039	100%
Total	25,858	25,858	100%	25,637	25,637	100%

**P3-E10 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?

Yes, the Company follows IS 14489 "Code of Practice on Occupational Safety and Health Audit." However, the Company has recently obtained IMS certification for GNCS Commissary.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Work related hazards, unsafe conditions and unsafe acts are identified by employees and recorded in the safety digitalisation tool "Sparrow". This tool enables Identification of hazards, possible causes, consequences and give recommendations for necessary changes/ alterations; Critical examination of the process. Physical verification, group hazard identification and risk assessment is conducted internally as well as third party experts.

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

Yes.

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

Yes, all employees and workers are covered under medical/accidental insurance schemes. The Company offers packages for non-occupational medical and health care services such as group term life insurance, employee deposit linked insurance and group personal accident insurance.

**P3-E11 Details of safety related incidents, in the following format:**

Safety Incident/Number	Category	FY23-24*	FY22-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.35	0
	Workers	0	0
Total recordable work-related injuries	Employees	7	0
	Workers	0	0
No. of fatalities*	Employees	1	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*Work-related injury/fatality

**P3-E12 Describe the measures taken by the entity to ensure a safe and healthy work place.**

The Company prioritises a safe and healthy workplace for all employees. To develop and improve safety skills, the Company assesses the health, safety, and environmental performance of all the locations and provides fire, safety trainings and evacuation drill training.

Certain programmes, such as "Zero Fatality Programmes" and "Never Again" initiatives, increased employees' vigilance and awareness of safety. Health and safety audits are also conducted on a regular basis by authorised third-party agencies, and actively pursue points for improving the safety conditions.

**P3-E13 Number of Complaints on the following made by employees and workers:**

Category	FY23-24			FY22-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	NA	-	0	NA	-
Health & Safety	0	NA	-	0	NA	-

**P3-E14 Assessments for the year:**

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

\*The company has in-house teams that regularly assess health and safety conditions at plants, in addition to third-party assessments by Lloyd's Register Quality Assurance (LRQA)

The Company has also conducted Environment and Safety audit by independent third party service providers for all Commissaries.

**P3-E15 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.**

All safety related risks are identified and adequate control measures are taken considering the hierarchy of controls. For each risk a corrective action plan is documented that outlines a set of steps for addressing issues and gaps in business operations and processes that could negatively impact the business.

**Leadership:****P3-L1 Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

- Employee – Yes
- Worker- Yes

**P3-L2 Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The Company has a supplier code of conduct that is shared and communicated to all suppliers during onboarding and on a regular basis. This code clearly states that all suppliers must follow the law and conduct business ethically.

**PRINCIPLE 4****Businesses should respect the interests of and be responsive to all its stakeholders****Essential Indicators****P4-E1 Describe the processes for identifying key stakeholder groups of the entity.**

A stakeholder is defined as an individual, group, or association with whom we have a relationship and who may be impacted by any of the activities, decisions, or outcomes. A broad range of stakeholders are reached in order to better understand their needs and expectations.

**P4-E2 List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholders play an important role in the growth of the business by providing valuable input. Jubilant FoodWorks engages with its stakeholders on a regular basis to discuss important issues and understand their expectations. This involvement raises stakeholders' trust and long-term commitment to creating value.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication and frequency of engagement (how we engage)	Purpose and scope of engagement including key topics (material issues) and concerns raised during such engagement (Outcome of engagement)
Consumers	No	<ul style="list-style-type: none"> <li>• Consumer Surveys- Monthly</li> <li>• Leadership visits- Periodic</li> <li>• Social media-Monthly</li> <li>• Blind Surveys- Quarterly</li> <li>• Customer trigger and barrier studies- Quarterly</li> <li>• Focused group discussions- Quarterly</li> <li>• Mystery audits- Quarterly</li> </ul>	<p>Purpose of this engagement is to continuously develop the offerings to address and meet expectations of consumers.</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>• Food quality and safety</li> </ul> <p>Expectations: Affordable and tastier food and beverage with continuous improvement in the benefits and service standard.</p>
Investors	No	<ul style="list-style-type: none"> <li>• Quarterly Earnings Call</li> <li>• Investor conferences and webinars</li> <li>• Annual General Meeting</li> <li>• Annual Report</li> <li>• Periodic Stock exchange announcements and communications</li> </ul>	<p>Purpose of this engagement is to communicate about Company's business performance, address queries and understand their expectations</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>• Financial and business performance</li> <li>• Progress on key focus areas</li> <li>• Update on any material event</li> </ul> <p>Expectations: Sustained profitable growth</p>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication and frequency of engagement (how we engage)	Purpose and scope of engagement including key topics (material issues) and concerns raised during such engagement (Outcome of engagement)
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> <li>• Participating in workshops</li> <li>• Regular engagement with Govt officials</li> <li>• Mandatory filings</li> <li>• Policy advocacy</li> </ul>	<p>Purpose of engaging with Government and Regulatory bodies is to protect and promote the business interests while ensuring that the Company operates in a responsible and compliant manner</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>• Ease of doing business</li> </ul> <p>Expectations: To timely implement new regulatory changes</p>
Franchisors	No	<ul style="list-style-type: none"> <li>• Quarterly presentations and knowledge sharing on sustainability practices.</li> <li>• Dedicated market and store visits -Quarterly</li> <li>• Engagement with senior management- Quarterly</li> </ul>	<p>Purpose of engaging with franchisors is to establish a mutually beneficial relationship, actionable plans to meet with business objectives and goals.</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>• Climate Change</li> <li>• Choice and Nutrition</li> <li>• Business Growth</li> </ul> <p>Expectations: Continue to adhere all standards and follow consumer trends to ensure quality and success of franchise system</p>
Communities	Yes	<ul style="list-style-type: none"> <li>• Community engagements through pamphlets, hoardings, community meetings, etc. - Regularly</li> </ul>	<p>Purpose and scope of engagement:</p> <p>The objective of engagement is to empower and improve lives of people and communities.</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>• Life skill trainings</li> <li>• Livelihood development</li> <li>• Health</li> </ul> <p>Expectations: The communities expect us to operate in a socially and environmentally responsible manner, contributing towards overall development of the region.</p>
Suppliers	No	<ul style="list-style-type: none"> <li>• Annual Supply chain meet</li> <li>• Monthly supplier audits</li> <li>• Regular interactions with suppliers, by the procurement teams</li> </ul>	<p>Purpose of engagement is to create shared value and build long-term partnerships.</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>• Climate Change</li> <li>• Employee Health and safety</li> <li>• Food quality and safety</li> </ul> <p>Expectations:</p> <ul style="list-style-type: none"> <li>• Sustainability of their business practices</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication and frequency of engagement (how we engage)	Purpose and scope of engagement including key topics (material issues) and concerns raised during such engagement (Outcome of engagement)
Employees	No	<ul style="list-style-type: none"> <li>Daily interactions with managers and team members</li> <li>Yearly engagement surveys</li> <li>Regular team building activities</li> <li>Regular training and development activities</li> <li>Quarterly town hall events</li> <li>Regular awareness campaigns</li> </ul>	<p>Purpose of employee engagement is to establish a work atmosphere in which employees are motivated, connected and devoted to their work and the organisation.</p> <p>Expectation: Development opportunities, growth in training and learning and overall wellbeing</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>Training management and development</li> <li>Employee health safety and wellbeing</li> </ul>
Industry Associations	No	Meeting with industry associations -Quarterly	<p>Purpose of engagement is to participate/represent common industry agenda</p> <p>Key Topics:</p> <ul style="list-style-type: none"> <li>New policies</li> </ul> <p>Expectation: Active engagement and sharing of technical know-how.</p>

## Leadership Indicators

### P4-L1 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 conducted its first comprehensive Materiality Assessment in 2022, with assistance from PWC. The assessment forms the basis of the Company's sustainability work. During this assessment an extensive consultation between both internal and external stakeholders was conducted through various online as well as offline channels and their final output was plotted and provided through SCSR committee and the Board.

### P4-L2 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.

Yes, stakeholder consultation was conducted to identify and manage environment and social topics. The starting point for the assessment was identification of relevant stakeholders.

A number of sustainability standards and frameworks were evaluated to accumulate a laundry list of material topics which are relevant for foodservice industry. After reviewing the relevance of the material topics with regards to the local geographies in which the Company operates, the output of stakeholder dialogues was studied after consulting with relevant departments.

The Executive Management team then voted against each material topic which helped us plot various material issues with regards to the impact on the Company's success and while considering the strategic priorities for the business.

Based on the material issues identified, the Company developed a Sustainability and Business Responsibility policy, approved by the Board. This policy was crafted to address the material issues identified during the materiality assessment and to align with the nine principles of NGRBC.

### P4-L3 Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups

The Company has been collaborating with different stakeholders. Among these partnerships, specific projects like Project Unnati, which supports dairy farmers, Project Umang, which provides medical care access, and restaurant readiness training for skill development, are tailored to address the needs of marginalized groups.

**PRINCIPLE 5**

**Businesses should respect and promote human rights**

**Essential Indicators**

**P5-E1 Details of training provided to employees & workers (Permanent & Temporary) on human rights issues for current & previous years.**

Category	FY23-24			FY22-23		
	Total (A)	No. employees / workers covered (B)	% (B/A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Permanent Employees	8,262	8,262	100%	7,115	7,115	100%
Other than permanent Employees	-	-	-	-	-	-
Total Employees	8,262	8,262	100%	7,115	7,115	100%
Permanent Workers	977	977	100%	1,288	1,288	100%
Other than permanent	24,881	24,881	100%	24,349	24,349	100%
Total Workers	25,858	25,858	100%	25,637	25,637	100%

All employees and workers are receiving human rights awareness through email communications, POSH trainings, etc.. In addition to this, the Company conduct sessions such as stress management, mental health, equality and non-discrimination, right to healthcare, and many other expert discussions. The Company also provides HR handbook while onboarding new joiners, this includes information on human rights awareness as part of the Code of Conduct.

**P5-E2 Details of minimum wages paid to employees and workers, in the following format:**

Category	FY23-24					FY22-23				
	Total (A)	Equal Minimum Wage		More than min wage		Total (D)	Equal Minimum Wage		More than min wage	
	No (B)	% (B/A)	No (C)	% (C/A)	No (E)	% (E/D)	No (F)	% (F/D)		
<b>Employees</b>										
Permanent	8,262	0	0%	8,262	100%	7,115	0	0%	7,115	100%
Male	6,781	0	0%	6,781	100%	6,016	0	0%	6,016	100%
Female	1,481	0	0%	1,481	100%	1,099	0	0%	1,099	100%
Other than permanent	0	0	0%	0	0%	0	0	0%	0	0%
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Workers</b>										
Permanent	977	0	0%	977	100%	1,288	0	0%	1,288	100%
Male	704	0	0%	704	100%	1,021	0	0%	1,021	100%
Female	273	0	0%	273	100%	267	0	0%	267	100%
Other than permanent	24,881	12,197	49%	12,684	51%	24,349	12,228	50%	12,121	50%
Male	15,085	7,208	48%	7,877	52%	15,577	7,548	48%	8,029	51%
Female	9,796	4,989	51%	4,807	49%	8,772	4,680	53%	4,092	47%

**P5-E3 Details of remuneration/salary/wages, in the following format:****a. Median remuneration / wages**

FY23-24	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) <sup>*</sup>	9	2,180,000	2	2,052,500
Key Managerial Personnel <sup>#</sup>	2	41,510,899	2	5,791,676
Employees other than BoD and KMP	6,780	364,948	1,479	319,376
Workers <sup>^</sup>	15,789	162,240	10,069	162,240

Note: Median remuneration in ₹, Please refer Annexure- A Board Report for more details:

<sup>\*</sup>Shyam S. Bhartia: opted not to take sitting fees and commission

<sup>\*</sup>Amit Jain: Appointed as Independent Director w.e.f. July 1, 2023

<sup>\*</sup>Ashish Goenka: Resigned as EVP & CFO w.e.f. close of business hours of December 15, 2023

<sup>\*</sup>Suman S. Hegde: Appointed as EVP & CFO w.e.f. March 1, 2024

<sup>\*</sup>This includes CEO & Managing Director

<sup>\*</sup>Female KMP remuneration includes ESOP perquisites of ₹0.31 million for FY 2024 (previous year of ₹7.27 million)

<sup>\*</sup>Workers includes permanent and other than permanent workers. In addition to this, Median remuneration for permanent male workers is ₹241,256 and permanent female workers is ₹241,328.

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

	FY23-24	FY22-23
Gross wages paid to females as % of total wages	21%	18%

Note: Wages based on the salary cost reported

**P5-E4 Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?**

Yes, the Company has a focal point for addressing human rights impacts and issues caused to by business.

**P5-E5 Describe the internal mechanisms in place to redress grievances related to human rights issues.**

The Company has in place a Whistle Blower Policy ('Policy') and has established the necessary vigil mechanism for Directors and employees in confirmation with Section 177(9) of the Act and Regulation 22 of Listing Regulations, to report concerns about unethical behaviour.

**P5-E6 Number of Complaints on the following made by employees and workers:**

	FY23-24			FY22-23		
	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	62	8	NA	43	3	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour <sup>*</sup>	1	14	NA	7	22	NA
Wages <sup>*</sup>	6	11	NA	2	5	NA
Other human rights related issues	0	0	NA	0	0	NA

<sup>\*</sup>Complaints filed by employees and workers under the category of labour and wages for FY23-24 and revised numbers for FY 22-23

**P5-E7 Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format**

	FY23-24	FY22-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (POSH)	62	43
Complaints on POSH as a % of female employees/workers	0.5%	0.4%
Complaints on POSH upheld	34	-

**P5-E8 Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

The Company ensures that no threats, retribution, or punishment is initiated against anyone who has reported a violation or suspected violation of the law, this Code, or other Company rules, or against anyone who is aiding in any investigation or process relating to such a violation. Dedicated team ensures that every problem is addressed sensitively and that its resolution is delivered on time.

**P5-E9 Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes

**P5-E10 Assessments for the year:**

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

**P5-E11: Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable

**Leadership Indicator**

**P5-L1: Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

The Company has strengthened its working practices and has constantly adhered to the zero tolerance approach towards Sexual Harassment. It has raised the frequency of training courses on POSH (Prevention of Sexual Harassment) and also increased communication multi-fold through program ‘Shakti’ to sensitize employees accordingly. The Company additionally has strong audit procedures in place to find areas where business processes could be continually enhanced.

**P5-L2: Details of the scope and coverage of any Human rights due-diligence conducted**

The scope of human rights due diligence covers human rights issues related to workplace sexual harassment across the organisation. The Internal committees are established at corporate as-well as regional levels, with representatives from various functions such as human resources, CEO office, projects, and supply chain, supplemented by external stakeholders including NGO representatives.

This effort entailed the development of robust policies and procedures aimed at fostering a safe and respectful work environment. Key initiatives included raising awareness, providing training, establishing clear reporting channels, conducting impartial investigations, and enforcing disciplinary actions. These actions underscore our unwavering commitment to upholding employee rights and promoting a workplace culture centred on respect, safety, and dignity.

**P5-L3: 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****P6-E1 Details of total energy consumption (GJ) and energy intensity, in the following format:**

Parameter	FY23-24	FY22-23
From renewable sources	-	-
Total electricity consumption (A)	5,393	5,148
Total fuel consumption (B)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from renewable sources (A+B+C)	5,393	5,148
From non-renewable sources		
Total electricity consumption (D)	532,665	442,013
Total fuel consumption (E)	754,644	708,642
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,287,309	1,150,655
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>1,292,702</b>	<b>1,155,803</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations*)	0.000024	0.000023
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000554	0.000519
Energy intensity in terms of physical output	4.26	4.06
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

\*Revenue in ₹

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.

Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement.

**P6-E2 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.**

No

**P6-E3 Provide details of the following disclosures related to water, in the following format:**

Parameter	FY23-24	FY22-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	52,442	55,241
(iii) Third party water m <sup>3</sup>	41,621	34,118
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>94,063</b>	<b>89,359</b>
Total volume of water consumption (in m <sup>3</sup> )*	94,063	89,359
Water intensity per rupee of turnover (Total water consumption / Revenue from operations#)	0.00000176	0.00000175
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)- (Total water consumption/ Revenue from operations adjusted for PPP)	0.0000403	0.0000401
Water intensity in terms of physical output (m <sup>3</sup> /MT)	0.31	0.31
Water intensity (optional) – the relevant metric selected by the entity	-	-

Data from Commissaries

\*Revenue in ₹

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

Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement

**P6-E4 : Provide the following details related to water discharged**

Parameter	FY23-24	FY22-23
Water discharge by destination and level of treatment (in kilolitres)		
1. To Surface water	-	-
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
2. To Groundwater	-	-
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
3. To Sea water	-	-
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
4. Sent to third parties	-	-
No treatment	NA	NA
With treatment – please specify level of treatment	18,824	11,848
5. Others	-	-
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
Total water discharged* (in kilolitres)	18,824	11,848

\*Total effluent discharged after treatment from effluent treatment plant.

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.

Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement

**P6-E5: Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Yes, the Company has implemented zero water discharge mechanism at some of the facilities.

**P6-E6: Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY23-24	FY22-23
NOx	MT	1.2	1.76
SOx	MT	2.2	0.56
Particulate matter (PM)	MT	1.4	0.76
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Others – please specify	-	NA	NA

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.

Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement

**P6-E7 Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY23-24	FY22-23
Total Scope 1 emissions (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)	tCO <sub>2</sub> e	47,492	46,636
Total Scope 2 emissions (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)	tCO <sub>2</sub> e	105,941	96,997
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e/₹	0.0000029	0.0000028
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e/ ₹	0.000066	0.000064
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO <sub>2</sub> e/MT	0.51	0.50
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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. Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement

**P6-E8 Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

- **Optimising energy through energy efficient operations:**

Optimized the running hours of the refrigeration compressor which constitute the 65% running load of the plant and preventive maintenance to maximize the efficiency of compressor and overall efficiency of the refrigeration plant.

- **Energy savings from tray washing facility:**

Tray washer running hour integrated with dough production running to ensure Auto switch off, resulted in reduction in electricity consumption.

- **Switching to E-Bikes**

The Company has made significant progress this year, increasing the number of e-bikes and e-cycle to 46%. This is an important initiative to reduce carbon footprint and transition to a more sustainable future. The Company is focused to implement e-bikes in all of the new stores, taking into account the local terrain. All of the bikes used in Popeyes and Hong's kitchen are already electric.

- **Other energy efficiency initiatives:**

Some of the initiatives at stores includes using VFD's and improving energy efficiency at kitchen exhausts, ETP and STP operations.

- **Purchasing renewable power:**

The Company has planned phase wise renewable power purchase for Bangalore Food tech park.

**P6-E9 Provide details related to waste management by the entity, in the following format:**

Parameter	FY23-24	FY22-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	414	362.3
E-waste (B)	0.6	1.8
Bio-medical waste (C)	0.17	0.4
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	351	52
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	329	338
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>1,095</b>	<b>755</b>
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations*)	0.0000000205	0.0000000148
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000047	0.00000034
Waste intensity in terms of physical output	0.004	0.003
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1,095	755
<b>Total</b>	<b>1,095</b>	<b>755</b>

\*Revenue in ₹

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.  
Yes, the above data is verified by TÜV SÜD SOUTH ASIA PRIVATE LIMITED, for more details, please refer the assurance statement

**P6-E10 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 implemented waste management practices to manage hazardous and non-hazardous wastes generated by operations. Proper labelling, storage, and disposal of hazardous waste materials, as well as employee training on safe handling practices is conducted. The Company, manages and dispose their waste through authorised third party vendors.

The Company has also published Environment policy highlighting Company's vision on waste management by focusing on reducing, recycling, reusing and recovering waste.

**P6-E11 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:**

The offices and commissaries are built on government-approved land in industrial zones and do not fall within or adjacent to protected areas or high-biodiversity areas.

**P6-E12 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
	NA	NA		NA	NA

**P6-E13 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:**

Yes

**Leadership Indicators**

**P6-L3: With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

NA

**P6-L4: If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Converting waste cooking oil to biodiesel	In this initiatives, the Company diverted the waste from used Cooking Oil to produce biodiesel , this in project 960Kg UsedCooking Oil disposed off to FSSAI approved aggregator	Reduction of 2,496 kg of CO <sub>2</sub> e
2.	Diverting waste from landfill to incineration	The Company has initiated Sustainable disposal of waste (ETP Sludge) for Co-processing in a cement klin.	Avoided waste from going into landfill.

**P6-L5: Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes, the Company has business continuity and disaster management plan to ensure the seamless operation and swift recovery of an organisation. Effective communication channels are established, and employees are trained through drills to handle emergencies efficiently. Backup systems and redundancy measures are implemented to mitigate disruptions, while regular reviews and updates ensure the plan remains relevant.

**PRINCIPLE 7**

**Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

**P7-E1 A. Number of affiliations with trade and industry chambers/ associations.**

Number of affiliations: 4

**P7-E1 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	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chamber of Commerce & Industry (FICCI)	National
3	National Restaurant Association of India (NRAI)	National
4	Retail Association of India (RAI)	National

**P7-E2 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.**

Not Applicable

**Leadership:**

**P7-L1 Details of public policy positions advocated by the entity:**

S.No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web link, if available
1	Ease of Doing Business for QSR Industry	Representation and Engagement with various relevant External Stakeholders	Yes	As Required	

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

**P8-E1 Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

NA

**P8-E2 Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format.**

NA

**P8-E3 Describe the mechanisms to receive and redress grievances of the community**

The Company interact with the communities across all location on a regular basis and finetune projects and programs according to the needs of the community. Also, they facilitate a structured meeting where community leadership and local SCC leadership interact annually.

**P8-E4 Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY23-24	FY22-23
Directly sourced from MSME's/Small producers	30%	31%
Directly from within India	99.96%	99.98%

**P8-E5: 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**

	FY23-24	FY22-23
Rural	-	-
Semi-Urban	14.41%	14.47%
Urban	47.31%	46.38%
Metropolitan	38.28%	39.15%

Note: categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan and census 2011 data. Rural: population less than 10,000, Semi-Urban: 10,000 and above and less than 1 lakh, Urban: 1 lakh and above and less than 10 lakh, Metropolitan: 10 lakh and above. Given the presence of the Company across various cities, and census data of 2011, assumptions are taken basis the nearby locations.

**Leadership:**

**P8-L1 Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

NA

**P8-L2 Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

NA

**P8-L6 Details of beneficiaries of CSR Projects**

S.No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Dairy (Project Unnati)	7,240 Dairy farmers 50 Goat Farmers	100%
2	Health (Project Umang) (Access available to 4,50,000 people)	469,000 (Beneficiaries treated: 107,000)	100%
3	Skill Development (Restaurant Readiness Training)	6,600+ people trained	100%
4	Food Safety (project Suraksha)	Training to 5,000 Street Food Vendors and 300 Vendors from State Bhavans. Awareness to 5,000 citizens – eat right mela	-

**PRINCIPLE 9****Businesses should engage with and provide value to their consumers in a responsible manner****Essential Indicators****P9-E1 Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The consumers are able to raise their concerns or make a complaint through the complaint management systems wherein complaints from different platforms such as telephonic complaints, complaints from the APP, and complaints from other known channels are documented in a complaint database and every complaint is directed to the serving restaurant. These teams quickly calls consumers to understand and resolve their concerns followed by their feedback on their experience.

**P9-E2 Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

	As percentage of total turnover
Environment social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

Details can also be referred from the Baking Goodness document available at website: <https://pizzaonline.dominos.co.in/tnc>  
<https://www.popeyes.in/info/tnc>  
<https://hongskitchen.in/tnc>

**P9-E3 Number of consumer complaints in respect of the following**

Category	FY23-24			FY22-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	1	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other : Consumer Cases	13	47	-	31 <sup>#</sup>	53	-
Other : Product Quality related	11,265	0	-	10,541	0	-
Total	11,278	47	-	10,573	53	-

\* As on March 31, 2024, there are 47 pending Consumer cases under litigation that will be resolved in due course

# Includes notices received in FY 22-23

**P9-E4 Details of instances of product on account of safety issues:**

	Number	Reason for recall
Voluntary recall	0	NA
Forced recall	0	NA



**P9-E5 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.**

The Company is committed to protecting its business information, including personal information of customers, employees and business partners, while it is collected, processed, consumed and stored in various internal and external systems, by building robust information systems and processes. For better security, the Company does not store customers' financial information like complete card number, CVV number, card expiry date etc. The Company is certified for PCI DSS v3.2.1 and is being audited by third party auditors on yearly basis. The Company also follows well-known cyber security management frameworks, based on ISO 27001. Risk Management is followed for all information security risks including but not limited to data privacy risks. Privacy policy is timely reviewed and is also listed on the corporate portal for reference.

The organisation has been constantly improving cyber security processes, technologies and raising employee awareness and embedding security in day-to-day functions. The cyber security team is agile, prompt and scalable. They monitor digital infrastructure and business information 24x7 to respond to cyber threats. Lastly, the Company ensures preparedness for speedy recovery in case of any disaster, and conduct recovery drill.

**P9-E6 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.**

The Company in its endeavour to keep improving its cyber security posture has undertaken initiatives to implement more tools. Implementation of these tools will enhance the cyber security maturity and help us better protect the Company and customer assets. There has been no incidents reported for any cybersecurity or privacy incidents. Similarly there has been no penalty or action taken by regulatory authorities. The Company in its endeavour to keep improving its cyber security posture has undertaken initiatives to implement more tools. Implementation of these tools will enhance the cyber security maturity and help us better protect the Company and customer assets. There has been no incidents reported for any cybersecurity or privacy incidents. Similarly there has been no penalty or action taken by regulatory authorities.

**P9-E7: Provide the following information relating to data breaches:**

- a. Number of instances of data breaches : 0
- b. Percentage of data breaches involving personally identifiable information of customers: NA
- c. Impact, if any, of the data breaches : NA

**Leadership:****P9-L1 Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Jubilant FoodWorks operate several popular food chains in India, including Domino's Pizza, Popeyes , Hong's Kitchen and Dunkin'. Information on the products and services can be accessed through various channels and platforms. Some of them include:

1. **Jubilant FoodWorks Website:** The Company has an official website (<https://www.jubilantfoodworks.com/>) that provides comprehensive information about the Company's services, products and brands.

<https://www.jubilantfoodworks.com/brands/dominos-pizza>

<https://www.jubilantfoodworks.com/brands/dunkin-donuts>

<https://www.jubilantfoodworks.com/brands/hongs-kitchen>

<https://www.jubilantfoodworks.com/brands/popeyes/>

2. **Social Media Platforms:** Actively participate on various social media platforms such as Facebook, Twitter, LinkedIn, Instagram, and YouTube. The Company regularly updates its social media handles with news, promotions, offers, and other information related to its services.
3. **Mobile Apps:** Mobile apps (iPhone and Android) for brands such as Domino's Pizza and Dunkin' Donuts and Hong's Kitchen. The apps allow customers to place orders, track their orders, and access exclusive deals and offers. <https://www.jubilantfoodworks.com>
4. **Press Release:** The Company regularly provides information about its product launch, and other relevant updates through press release. These press releases can be accessed through. <https://www.jubilantfoodworks.com/media/press-releases>

**P9-L2 Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

The Company is consistently educating their consumers about safe and responsible usage of products through various modes, following are some platforms with wider reach among consumers:

- **Labelling:** Information is provided on appropriate portion sizes, potential allergens, and any other relevant details to help consumers make informed decisions. In addition to this the Company print “package disposal information” on packaging materials for consumer awareness.
- **Nutrition information:** Clear nutritional information is provided at the website, to promote health and wellness, and potentially attract health-conscious customers.
- **Food safety:** The Company has supported the training of street food vendors through training batches around the country; handed over the hygiene kits as well as supported them for FSSAI Registration of their business Adoption of Clean Street Food Hub.
- **Eat Right Mela:** JFL supported to organise Eat right mela, to create awareness on Eat right habits and usage of millets in their diet to improve the health and well-being of people participated in these initiatives.

**P9-L3 Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services**

NA

**P9-L4 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)**

Yes, the Company displays product information on some of the product over and above the mandate as per local laws, this information includes “No Antibiotic ever used in chicken”, No Artificial Colours, flavours and preservatives, guidelines for immediate consumptions etc. Additionally, the Company carry survey of the services and products at all locations across the country.

**For and on behalf of the Board of Directors**

**Shyam S. Bhartia**

Chairman & Director

DIN: 00010484

Place: Noida

Date: May 22, 2024

**Hari S. Bhartia**

Co-Chairman & Director

DIN: 00010499

Place: Noida

Date: May 22, 2024