

Department of Corporate Services,
BSE Limited
Phiroze Jeejeebhoy Towers, Dalal Street,
Mumbai – 400 001

Listing Department,
National Stock Exchange of India Limited
C-1, G-Block, Bandra - Kurla Complex
Bandra (E), Mumbai – 400 051

**Scrip Code: 543320, Scrip Symbol: ZOMATO
ISIN: INE758T01015**

Sub: Business Responsibility and Sustainability Report for the FY ended March 31, 2024, under Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”)

Dear Sir/ Ma’am,

Pursuant to Regulation 34 of Listing Regulations, please find enclosed herewith business responsibility and sustainability report of the Company for the financial year ended March 31, 2024, which also forms part of the Annual Report.

The Notice convening the 14th Annual General Meeting along with the Annual Report is also uploaded on the Company’s website at <https://www.zomato.com/investor-relations/financials>.

For Zomato Limited

**Sandhya Sethia
Company Secretary & Compliance Officer
Place: Gurugram
Date: August 6, 2024**

Encl.: As above

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A – GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	: L93030DL2010PLC198141
2. Name of the Listed Entity	: Zomato Limited
3. Year of incorporation	: 2010
4. Registered office address	: Ground Floor 12A, 94 Meghdoot Nehru Place, New Delhi-110019
5. Corporate address	: Pioneer Square Building, Sector 62, Golf Course Extension Road, Gurugram, Haryana, 122098
6. E-mail	: companysecretary@zomato.com
7. Telephone	: 0124-4268565
8. Website	: www.zomato.com
9. Financial year for which reporting is being done	: 1st April 2023- 31st March 2024
10. Name of the Stock Exchange(s) where shares are listed	: 1. BSE Limited (BSE) 2. National Stock Exchange of India Limited (NSE)
11. Paid-up capital	: INR 8,81,97,83,744
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. Anjali Ravi Kumar Email: companysecretary@zomato.com Ph: 0124 4268565
13. Reporting boundary	: Standalone basis*
14. Name of the assurance provider	: Deloitte Haskins & Sells LLP
15. Type of assurance obtained	: Reasonable and Limited**

*Zomato Limited (on a standalone basis) includes Zomato Limited India operations, Zomato Limited's branches in Dubai, Abu Dhabi and Philippines, and Foodiebay Employees ESOP Trust. (ESOP Trust and the Philippines branch do not have any operations or employees.)

**Reasonable assurance on BRSR Core and Limited assurance on select non-core KPIs of BRSR. Please refer to pages 117 to 127 for assurance report.

II. Products/Services

16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Information Service Activities (NIC Code: 63999)	Other information & communication service activities	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Zomato - India Food Ordering and Delivery Business	63999	96%

III. 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	0	2	2
International	0	0	0

*Zomato Limited (standalone) employees work out of leased offices (4) of which (2) had more than 100 employees as of 31st March 2024 (this is the number reflected in the table above). In addition, our employees work out of co-working spaces (32) in India and UAE. We also have 15 single seater non-operational offices with no employees. The reporting boundary for all financial, social and governance disclosures in this report, unless otherwise stated, include all types of offices, i.e., the entire operations of Zomato Limited (standalone).

Our environmental disclosures are based on the principles of materiality and operating control. These are further discussed topic-wise as below:

Energy: Our disclosures include energy from fuel and purchased electricity used in owned vehicles, directly leased offices and DG sets where we have established operational control. Energy from electricity consumed across our offices outside our operational control is placed within our value chain and will be disclosed as part of our value chain disclosures.

GHG emissions: Our Scope 1 GHG emissions are limited to those generated by refilling of gas in owned ACs and fire extinguishers, fuel used in owned vehicles and directly leased DG sets. Emissions from electricity consumption in directly leased offices where we have established operational control are reported in Scope 2 of GHG emissions.

Water: Our boundary for water withdrawal, consumption and discharge is restricted to direct leased offices where we have established operational control, following the principle of operational control and materiality in accordance with CDP & GHG Protocol guidance.

Waste: The reporting boundary for our waste disclosures includes directly leased offices where we've procured waste management services ourselves.

These environmental disclosures have been apportioned and extrapolated based on data availability.

Further details on the inclusions within above topics are under Principle 6 of this report.

19. Markets served by the entity:

Zomato Limited operates in India and UAE.

a. Number of locations

Locations	Number
National (No. of States)	34 (28 States and 6 Union Territories)
International (No. of Countries)	1 (UAE)

*The data reported is as on March 31, 2024.

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

There is a limited export for Zomato IP to its overseas group entities and marketing services to a third party. Total export is 0.27% of total revenue from operations of Zomato Limited for FY24.

c. A brief on types of customers

For the purpose of this BRSR disclosure, we have two types of customers as defined below-

- End-users of our platform** - End-users are customers who use our platform to search and discover restaurants, read and write customer generated reviews and view and upload photos, order food delivery, book a table and make payments while dining-out at restaurants.

2. **Restaurant partners** - We provide restaurant partners with industry-specific marketing tools which enable them to engage and acquire customers to grow their business while also providing a reliable and efficient last mile delivery service.

Note: As per the Indian Accounting Standards, end-users and delivery partners are considered as Zomato's customers only under limited circumstances. For the purpose of this BRSR disclosure, the definition of customers includes end-users and restaurant partners while delivery partners have been considered as value chain partners.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
EMPLOYEES								
1.	Permanent (D)	3,988	3,058	76.68%	929	23.30%	1	0.03%
2.	Other than Permanent (E)	452	368	81.42%	84	18.58%	0	0.00%
3.	Total employees (D+E)	4,440	3,426	77.16%	1,013	22.82%	1	0.02%
WORKERS								
4.	Permanent (F)*	0	0	0	0	0	0	0
5.	Other than Permanent (G)**	316	263	83.23%	53	16.77%	0	0.00%
6.	Total workers (F + G)	316	263	83.23%	53	16.77%	0	0.00%

*Zomato does not engage permanent workers, hence, details sought for 'Permanent Workers' category are '0' throughout this report.

**Other than Permanent Workers include housekeeping, security, technical staff, pantry staff, driver, creche staff and emergency medical technicians. Delivery partners are value chain partners and hence, they are not a part of Zomato's workforce.

b. Differently abled Employees and Workers, FY24:

Sr. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
DIFFERENTLY ABLED EMPLOYEES								
1.	Permanent (D)*	9	5	55.55%	4	44.45%	0	0%
2.	Other than Permanent (E)*	0	0	0%	0	0%	0	0%
3.	Total differently abled employees (D+E)	9	5	55.55%	4	44.45%	0	0%
DIFFERENTLY ABLED WORKERS								
4.	Permanent (F)	0	0	0%	0	0%	0	0%
5.	Other than permanent (G)*	4	3	75%	1	25%	0	0%
6.	Total differently abled workers (F + G)	4	3	75%	1	25%	0	0%

*In FY24, Zomato had circulated a Voluntary Disclosure form to disclose any form of disability, to all its permanent employees, other than permanent employees and other than permanent workers.

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	4	57.14%
Key Management Personnel	3	1	33.33%

22. Turnover rate for permanent employees and workers: (Disclose trends for the past 3 years)

	FY 2023-24				FY 2022-23				FY 2021-22			
	Male	Female	Other	Total*	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	34.79%	44.44%	100.00%**	37.00%	37.70%	53.35%	0%	41.42%	34.90%	39.01%	0%	35.97%
Permanent Workers	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

*The above attrition numbers include employee exits on account of (a) inter-company movements from Zomato Limited to its subsidiaries, (b) exits in our frontline personnel category (primarily includes sales, customer support and logistics functions), which account for a large part of our exits.

**There was one exit and one new joiner in the 'other' category, hence, the turnover rate is 100%.

V. Holding, subsidiary and associate companies (including joint ventures)**23. (a) Names of holding / subsidiary / associate companies / joint ventures:**

Refer to Board's Report as part of this Annual Report, FY24, pages 56 to 59 for information on subsidiary / associate companies.

VI. CSR Details**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:**

While the constitution of CSR committee is required and is done by the Company, other provisions w.r.t spending on CSR activities is not applicable for FY24.

(ii) Turnover (in Rs.): INR 6,622 crore

(iii) Net worth (in Rs.): INR 22,654 crore

VII. Transparency and Disclosure 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)	FY 2023-24			FY 2022-23		
		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	Yes: Link	0	0	Legal cases filed before any court of law have been considered.	0	0	Legal cases filed before any court of law have been considered.
Shareholders	Yes: Link	490	0	Complaints filed on the NSE and BSE have been considered.	419	1	Complaints filed on the NSE and BSE have been considered.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY 2022-23		
		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
Investors (other than shareholders)	Yes: Link	-	-	Not applicable	-	-	Not applicable
Employees and workers*	Yes (Links: POSH Policy , Vigil Mechanism and Whistleblower Policy , Health & Safety and Human Rights Policy)	68	0	POSH, human rights, health & safety and whistleblower complaints have been considered.	35	0	POSH and whistleblower complaints have been considered.
Customers (End-users and restaurant partners)	Yes: Link	47	91	Legal cases filed before various courts have been considered.	55	75	Legal cases filed before various courts have been considered.
Value Chain Partners (Delivery partners and suppliers/vendors)	Yes: Link	4	10	Legal cases filed before any court of law have been considered.	6	10	Legal cases filed before any court of law have been considered.
Other (please specify)	-						

*On September 27, 2023, we introduced a QR code system for our workforce to report complaints at all locations except our Gurugram office, where internal communication channels are used to raise complaints. On January 16, 2024, we also introduced a dedicated Safety Reporting System (SRS) for all employees to report Health & Safety issues.

**The number of complaints pending resolution at close of the year FY24 also includes the unresolved complaints from FY23.

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:

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Environment Climate change and GHG emissions	Risk	Risk- Climate change, and GHG emissions from last-mile deliveries pose a significant risk to business due to changing temperature and precipitation patterns, extreme weather events and evolving regulatory requirements.	Our climate risk management measures- <ul style="list-style-type: none"> Climate risk assessment- In the reporting year, we have undertaken climate risk assessment exercise for our food ordering and delivery business and are currently in the process of assessing the impact of physical climate risks such as cyclones, storms, heavy precipitation, increasing / decreasing temperature, flooding and heat / cold waves and transitional risks across our top 15 cities under IPCC RCP 2.6 and RCP 8.5 scenarios. The outcome of the exercise will be included in the Zomato’s Enterprise Risk Management (ERM) process. 	Negative implications- Ignoring climate change risks or failing to comply with applicable regulations can result in increased operational costs, supply chain disruptions, regulatory fines, declining customer preference, reputational damage, resulting in negative financial impact.

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				<ul style="list-style-type: none"> • EV-Based Deliveries- To reduce last-mile delivery emissions, we are assisting our delivery partners in adopting EVs. We have partnered with over 90 players in the EV ecosystem to facilitate this transition, with the aim to achieve 100% EV deliveries by 2030. As a result, the active EV-based delivery partner fleet reached 27,884 vehicles by March 2024, which is ~2x the number of active EV-based delivery partners in March 2023. • Large Order Fleet- Our newly launched large order 100% EV fleet, ensures zero tailpipe emissions while reducing the need to deploy multiple delivery vehicles for a single order. • Use of carbon offsets- In FY24, we maintained net GHG emissions from our operations (classified as Scope 1 & Scope 2) at zero by procuring verified carbon removal offsets equivalent to 100% of our Scope 1 emissions and International Renewable Energy Certificates (IRECs) for Scope 2 emissions. In addition, we also used advance purchases of carbon offsets from renewable energy projects to cover 100% of our Scope 3 emissions. • Support for Delivery Partners- We have expanded our Automatic Weather Stations to 60 cities to predict and communicate weather conditions to our delivery partners. Additionally, Zomato has extended its shelter project to 373 resting points to provide shelter for delivery partners during extreme weather. We continue to provide delivery partners high quality apparel, protecting them from varied weather conditions. 	
2.	Social Talent attraction and retention	Risk	Risk- Lack of talent availability with required skills, high attrition, and inadequate human capital development, along with challenges in attracting, retaining top talent, and fostering diversity, could impede innovation, the ability to meet market demands, and sustain growth in a competitive landscape, resulting in business disruptions, reputation damage, and limit company's ability to achieve its business goals.	<ul style="list-style-type: none"> • Talent Discovery- Our company employs a structured approach in identifying exceptional talent, leveraging campus hiring, job fairs, employee referrals, targeted recruitment drives, and collaborations with external organizations. • Benchmarking of employee benefits- We consistently review and align our employee benefits and salaries with industry benchmarks, fostering an environment where growth and development are paramount. Training sessions and workshops are conducted to ensure employees thrive and excel in their roles. • Grievance redressal mechanism- Zomato is committed to extend transparency in the grievance redressal mechanism for addressing employee concerns related to sexual harassment, whistleblower complaints, and human rights issues. • Diversity- Embracing diversity and inclusion is central to our ethos. Our Equal Opportunity, Diversity, and Inclusion Policy ensures fair treatment for all employees, with initiatives like equal parental leave, period leaves, and inclusive healthcare coverage. By endorsing global standards such as the UN Women's Empowerment Principles and the UN Standards of Conduct for Business Tackling Discrimination against LGBTQ+ People, we affirm our dedication to fostering an inclusive workplace. 	Negative implications- Shortage of talent, coupled with high attrition, skills obsolescence, and a lack of diversity, may stifle product innovation, disrupt business operations, deplete intellectual capital and undermine the company's ability to attract and retain talent. This could impair operational efficiency and productivity, leading to reputational damage and negative financial impact.

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				<ul style="list-style-type: none"> • Succession Plan- We have a succession plan in place to ensure seamless leadership transitions, safeguarding operational continuity and preserving legacy of excellence. There is a culture in the company to nurture talent, wherein senior leaders mentor high-potential employees to cultivate future leaders. Additionally, the company has an Awards program to recognize exceptional individuals and teams. • Human Rights Assessment- In FY24, an external Human Rights Assessment was carried out by an independent third party consultant which included a comprehensive evaluation of the organization's policies, practices and procedures and no material gaps were identified during the assessment. • Accessibility for people with Disabilities- An independent assessment was carried out in the Gurugram and Bengaluru offices of the company to evaluate whether these offices are accessible and welcoming to individuals with disabilities, reflecting our commitment to inclusivity and accessibility. 	
3.	Social Health and safety of delivery partners	Risk	Risk- Lack of adequate health and safety measures for our delivery partners may lead to injuries or casualties, business disruptions, and reputational damage, etc.	<ul style="list-style-type: none"> • Road Safety Awareness and Training- All delivery partners have to mandatorily complete a road safety awareness module at the time of onboarding. Further, we conduct periodic awareness programs and training on health & safety for our delivery partners in collaboration with local authorities. • SOS Service- SOS service is available to provide immediate support to all delivery partners in case of emergencies, including accidents, vehicle breakdown, etc. Further, we have expanded free ambulance services to 500 cities this year to provide ambulance services to delivery partners in case of an emergency. • Insurance coverage- We prioritize the well-being of our delivery partners by providing accidental and medical insurance coverage, inclusive of disability and death benefits for which premiums are borne by Zomato. Further, we have added maternity benefits in the insurance plan to cover all pregnancy-related costs for female delivery partners. 	Negative implications- Failure to provide a safe and healthy work environment to our delivery partners may lead to work-related injuries or casualties, dissatisfaction, higher attrition, and hamper our ability to attract and retain delivery partners. This may also expose the company to legal liabilities, reputational damage, and business disruptions, resulting in negative financial impact.

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				<ul style="list-style-type: none"> • Emergency Heroes Program- Through our Emergency Heroes Program, we equip delivery partners with essential first aid and CPR (Cardiopulmonary Resuscitation) skills, enabling them to respond swiftly to emergencies in case of accidents and extend assistance to the public, fostering a community-driven culture of support. Through this program we have trained 18,884 delivery partners in FY24. • Zero Tolerance for DP Discrimination and Harassment- We enforce a strict zero-tolerance policy against any form of discrimination or harassment, including sexual harassment, of our delivery partners. This policy applies to all stakeholders, including fellow delivery partners, restaurant partners, customers, and Zomato employees. Our policy aims to prevent such acts and provide a clear procedure for addressing such complaints. • Others- Zomato has extended its Shelter Project to 373 resting points for delivery partners. Further, delivery partners are provided with high-quality weather-appropriate apparel for rain, heat, and cold conditions. Additionally, by March 2024, we had installed over 650 Automatic Weather Stations (AWS) across 60 cities to help delivery partners respond to extreme weather, ensuring they dress appropriately, stay hydrated, plan breaks, and prioritize their health and safety during challenging weather conditions. 	
4.	Governance Data Privacy & cybersecurity	Risk	Risk- Inadequate cybersecurity measures may expose the organization to various cyber threats/ incidents, including ransomware attacks, phishing scams, denial-of-service (DoS) attacks, and others, which may result in data breaches, service disruptions, and the loss of confidential or sensitive data of key stakeholder including personally identifiable information (PII) which may lead to loss of stakeholder trust.	<ul style="list-style-type: none"> • Information security framework- The company has formulated an information security framework to protect Zomato's information from unauthorised access and external threats and has put in place a dedicated security team to monitor the same. • ISO Certification- Zomato is committed to adhering to global best practices for data protection and has secured ISO 27001 certification for the management of information security. • Periodic assessment- Zomato prioritizes continuous improvement in the security posture of the company by implementing a thorough review mechanism. This includes independent assessments such as audits, Vulnerability Assessment and Penetration Testing (VAPT) evaluations, third-party reviews, and bug bounty programs. Through these initiatives, we stay vigilant and proactive in safeguarding our systems and data against evolving cyber threats. • Investment in latest technologies- Zomato invests significantly in the latest cybersecurity and data protection technologies, reinforcing the control environment to mitigate risks effectively. Furthermore, we conduct regular company-wide awareness sessions to educate and empower all employees with the latest best practices, fostering a culture of vigilance and resilience across our organization. 	Negative implications- Ineffective cybersecurity measures may lead to data breaches, service disruptions, and the loss of confidential or sensitive data including PII of key stakeholders. This may result in loss of stakeholder trust, regulatory fines, legal liabilities, diminished market reputation and negative financial implications.

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Governance Management of key stakeholders (End users, restaurant partners and delivery partners)	Risk	Risk- Non-availability, interruptions, and service discrepancies from key stakeholders such as delivery partners and restaurant partners, which are essential for business may lead to disruptions in business operations, reputational damage and poor customer experience.	<ul style="list-style-type: none"> • Pre-Booking Model- The company has implemented a pre-booking model, allowing delivery partners to book their preferred slots. This helps ensure their availability during peak hours while ensuring they receive orders during their respective slots. This has helped enhance efficiency for both the company and our delivery partners. • Collaborative Partnerships- In select cities, Zomato has collaborated with third-party logistics vendors to ensure the availability of delivery partners when needed, ensuring the continuity of business operations. • Incentives for Delivery Partners- Zomato regularly reviews its incentive programs to attract delivery partners and offers performance-based incentives to foster a supportive and rewarding environment. • Attract new restaurant- Zomato has a dashboard in place through which restaurants can onboard themselves on the platform. We have a dedicated team in place which scouts for new restaurants and assists them with the onboarding process. Various incentive programs are extended on a periodic basis to attract new restaurants and support in their growth. • Resolution channels- Multiple channels are available for restaurant and delivery partners to voice their concerns, which are promptly addressed and resolved by dedicated teams at both city and central levels, ensuring uninterrupted operations. • Feedback sharing mechanisms- To enhance the services provided by the restaurant and delivery partners, customer feedback and grievances are transparently shared with them, enabling continuous improvement and superior service quality. 	Negative implications- Ineffective management of key stakeholders essential to the business, such as delivery and restaurant partners, may lead to business disruptions, reputational damage, legal liabilities, and negative financial impact.
6	Governance Corporate governance	Opportunity	Opportunity- Robust governance practices, promoting transparency, accountability, ethical conduct, and compliance with laws, leads to minimizing risks, preventing financial mismanagement, enhancing investor confidence, and fostering long-term sustainable growth.	<ul style="list-style-type: none"> • Policy framework- Company has formulated a policy framework to promote ethical conduct among employees across all levels of the organization. • Governance Oversight- The company has instituted an Audit Committee and Risk Management Committee to provide oversight and ensure effective governance practices. • Compliance- The company has a compliance tool in place, which helps in the timely identification of applicable laws and regulations, streamlines compliance processes, aids in monitoring and managing compliance activities, and provides a structured reporting process to uphold regulatory standards, thereby facilitating better decision-making. • Whistleblower Mechanism- The company has implemented a whistleblower mechanism to encourage the reporting of concerns and potential wrongdoing, ensuring confidentiality and protection against retaliation. • Risk Management- The company has implemented an Enterprise Risk Management (ERM) framework to identify strategic risks that may impact the organization, enabling proactive monitoring and mitigation efforts. 	Positive implication- Effective governance and responsible business practices ensure enhanced and structured decision-making, improved risk management, a competitive edge, reduced risk of financial irregularities or leaks, and minimized risk of regulatory noncompliance, etc.

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions

P1

P2

P3

P4

P5

P6

P7

P8

P9

Policy and Management Processes

	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b) Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c) Web Link of the Policies, if available	Refer to the below policies: <u>Vigil Mechanism and Whistleblower Policy</u>	Refer to the below policy: <u>Business Partner/Supplier Code of Conduct</u>	Refer to the below policies: <u>Human Rights Policy</u> <u>Prevention of Sexual Harassment Policy</u> <u>Health & Safety Policy</u> <u>Equal Opportunity, Diversity and Inclusion Policy</u>	Refer to the below policy: <u>Stakeholder Management and Grievance Redressal Policy</u>	Refer to the below policies: <u>Nomination and Remuneration Policy</u> <u>Human Rights Policy</u>	Refer to the below policy: <u>Environmental Policy</u>	Refer to the below policy: <u>Code of Conduct for Employees</u>	Refer to the below policies: <u>Corporate Social Responsibility Policy</u> <u>Stakeholder Management and Grievance Redressal Policy</u>	Refer to the below policies: <u>Information Security Policy</u> <u>Code of Conduct for Employees</u> <u>Business Partner/Supplier Code of Conduct</u>
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Disclosure Questions P1 P2 P3 P4 P5 P6 P7 P8 P9

Policy and Management Processes

3. Do the enlisted policies extend to your value chain partners? (Yes/No)*	Y	Y	Y	Y	Y	Y	Y	N	Y	Y
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Y	Y	Y	Y	Y	Y	Y	N	Y	Y
Employee CoC is aligned with the UN Guiding Principles on Business and Human Rights	Partner/ Supplier CoC is aligned with the International Bill of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, OECD Guidelines for Multinational Enterprises, UN Guiding Principles on Business and Human Rights (UNGPs) and the Ten Principles of the UN Global Compact	Health & Safety Policy is aligned with the requirements of ISO 45001	Human Rights, and Equal Opportunities, Diversity and Inclusion Policies are aligned with the UN Guiding Principles on Business, and Human Rights, and the Ten Principles of the UN Global Compact	Our stakeholders have been identified as per the AA1000 Stakeholder Engagement Standard	Human Rights Policy is aligned with the UN Guiding Principles (UNGC) on Business, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work and Human Right, Principles of the UN Global Compact	Environment Policy is aligned with the requirements of the ISO 14001 Standard	Employee CoC is aligned with the UN Guiding Principles on Business and Human Rights	Our stakeholders have been identified as per the AA1000 Stakeholder Engagement Standard	Information Security Policy aligns with the requirements of ISO 27001	

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

Zomato's sustainability targets and commitments are outlined in page 28 in its Annual Report FY24.

Policy and Management Processes

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

Performance against Zomato's sustainability targets and commitments has been discussed in pages 29 to 33 of the Annual Report FY24.

Governance Leadership and Oversight

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)

FY24 was an eventful year in terms of ESG at Zomato.

In terms of disclosures and ratings, we made dramatic strides in our ESG ratings in FY24 reflecting our commitment to transparency and openness to engaging with diverse groups of stakeholders to address ESG related concerns.

Sustainalytics, a global leader in ESG data and ratings reclassified Zomato Limited as LOW RISK rating in February '24 from MEDIUM RISK in FY23 and our current score stands at 16.9. We are proud to share that we now have the best ESG rating amongst major global food delivery companies across the world.

Earlier in the year, Zomato achieved a S&P Global ESG Score of 41, an increase of 168% from last year's score of 15, putting us in the 96th percentile of our global peer group of 175 companies. We also continued to maintain our AA 'ESG Leader' rating on MSCI's ESG Rating platform in FY24 and became members of the FTSE4Good Global Index since June 2023.

In terms of programs we doubled down - setting new goals and strengthening programs to meet existing goals in each of our 8 chosen thematic areas. These themes, aligned with the UN Sustainable Development Goals, include - Climate Conscious Deliveries; Waste Free World; Zero Hunger; Inclusive Growth; Diversity, Equity and Inclusion; Health, Safety and Wellbeing for All; Customer Centricity and Governance.

- Deepinder Goyal, Managing Director & Chief Executive Officer, Zomato Limited

For more details on sustainability related challenges, targets and achievements, please refer to pages 29 to 33 of the Management Discussions & Analysis section of the Annual Report

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

Deepinder Goyal, Managing Director & Chief Executive Officer, Zomato Limited

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 CSR committee which is a sub-committee of Zomato's Board of Directors has oversight of ESG matters including sustainability and climate. The CSR committee is represented by the below members:

- Deepinder Goyal, Managing Director & Chief Executive Officer (Chairperson)

- Namita Gupta, Non Executive and Independent Director

- Aparna Popat Ved, Non Executive and Independent Director

- Gunjan Tilak Raj Soni, Non Executive and Independent Director

The committee meets every 6 months to review and guide Zomato's ESG strategy and monitor plan of action and progress made towards its 2030 ESG targets which includes targets related to climate.

At the management level, the CEO holds the highest responsibility and oversight on matters related to ESG including climate. The CEO is supported by an ESG team comprising the Chief Financial Officer, Chief Sustainability Officer, Head - Governance Risk Compliance and Head - Human Resources.

The ESG team reports achievements and progress to the CSR committee.

Disclosure Questions

Policy and management processes

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)	
	P1	P2	P3	P4	P5	P6	P7	P8	P9		
Performance against above policies and follow up action	Committee of the Board	-	Committee of the Board	Committee of the Board	Committee of the Board	Committee of the Board	Director	Committee of the Board	Any other committee	Any other committee	Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board	-	Committee of the Board	Committee of the Board	Committee of the Board	Committee of the Board	Director	Committee of the Board	Any other committee	Any other committee	Quarterly
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	Y	N*	Y – We have received ISO 45001 – Occupational Health & Safety management systems for our Gurgaon and Bengaluru office	N	Y**	Y – We have received ISO 14001 – Environmental Management Systems for our Gurugram and Bengaluru office	N	Y	Y – We have received ISO 27001 for our Information Security Management System from TUV SUD South Asia Pvt Ltd. which is valid for 3 years until January 2026.	Y – We have received ISO 27001 for our Information Security Management System from TUV SUD South Asia Pvt Ltd. which is valid for 3 years until January 2026.	For P1, P2, P3, P4, P5, P6, P7, P8 and P9

*Our value chain partners include suppliers/ vendors and delivery partners. All the policies extending to value chain partners may not be relevant for delivery partners who are governed by the 'Delivery Partner Terms and Conditions'.

**In FY24, an external third party consultant conducted human rights risk assessment for operations of Zomato Limited, scope covering employees and workers.

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

This question is not applicable since the answer to question (1) is yes.

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

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	1	BRSR principles	100%
Key Managerial Personnel	3	BRSR principles and Human Rights, Security and Prevention of Insider Trading	100%
Employees other than BoDs and KMPs*	4	BRSR principles and Human Rights, Security, POSH and Prevention of Insider Trading	92.18%
Workers	1	BRSR principles, Human Rights and Health & Safety	95.89%

*In FY24, Zomato’s coverage of employee’s trainings in the above question consists of both permanent and other than permanent employees.

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			None		
Compounding fee					

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment			None	

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision are preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.

Yes. We have an Anti-Corruption and Anti-Bribery Policy policy that demonstrates our stance on bribery and corruption practices and its consequences in case of non-compliance. Our policy covers the activities which are in the ambit of bribery or corruption and extends its applicability to employees, directors, stakeholders and third-parties.

The policy covers mechanisms to report and resolve concerns related to bribery or corruption through reporting at informant@zomato.com. In addition, training on anti-corruption and anti-bribery is mandatory for all employees at the time of induction.

The Anti-Corruption and Anti-Bribery Policy is available on our website: [Link to the policy](#)

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.

	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees*	0	0
Workers*	0	0

*The Permanent category of employees and workers have been considered in the above questions.

6. Details of complaints with regard to conflict of interest:

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable- No such cases have been reported.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	46.10	42.49

*The data reported is as on 31st March 2024.

9. 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	FY 2023-24	FY 2022-23
Concentration of purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.33%	0.70%
	b. Sales (Sales to related parties / Total Sales)	0.53%	0.36%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00%	100%
	d. Investments (Investments in related parties / Total Investments made)	41.71%	51.85%

*The data reported is as on 31st March 2024.

Note: Zomato is a technology platform services provider and does not deal with trading houses and dealers.

Leadership Indicators

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes. We have a policy on 'Code of Conduct for the Board of Directors and Senior Management Personnel'. Our policy covers the activities which are in the ambit of processes in place to avoid/ manage conflict of interests involving members of the Board.

Under Section 4 'Code for Directors and SMP', point number (j) mandates that Directors and SMPs must 'Disclose potential conflicts of interest that they may have regarding any matter, if any, at the Board Meetings and any Director having such conflict of interest will abstain himself/herself from discussions and voting on the concerned matter'.

All the members of the Board are required to confirm on an annual basis whether they are complying to this code including declaration on Conflict of Interest, additionally, we ensure that all necessary approvals, as mandated by the statute and the Company's policies, are secured before engaging in transactions with any companies in which any Board member may have a conflict.

Code of Conduct for the Board of Directors and Senior Management Personnel is available on our website- [Link to the policy](#)

Principle 2 – Businesses should provide goods and services in a manner that is sustainable and safe**Essential Indicators**

1. **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.**

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	Not applicable.
Capex	-	-	In our financial statements, CAPEX includes fitouts and equipment for our offices, laptops, etc. We try to consciously choose environment-friendly technologies, including energy efficient air conditioning systems, LED lighting fixtures, sensor-based taps, energy-efficient TVs and laptops, among others.

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

- b. If yes, what percentage of inputs were sourced sustainably?**

Yes. Zomato has taken several steps to put procedures in place to facilitate sustainable sourcing.

- 1) Zomato has a Business Partner/ Supplier Code of Conduct that sets out fundamental values and integrity levels of business conduct for business partners/ suppliers. The Business Partner/ Supplier Code of Conduct covers various Environment, Social and Governance aspects, such as labour and human rights, anti-bribery, anti-corruption, data protection, data privacy and compliance with all applicable environmental laws and regulations.
- 2) As part of its commitment to achieving Net Zero emissions across the food ordering and delivery value chain by 2033, Zomato has already initiated a sustainable sourcing initiative for one of its largest categories of purchase - Logistics services. Under this initiative, Zomato ties up with leasing and delivery companies that offer electric vehicles on rent to delivery partners or pays for deliveries undertaken by EV-based delivery services suppliers.
- 3) Zomato is a member of WeConnect International, a global initiative that helps women business owners compete in the global marketplace by becoming suppliers to large firms. The partnership enables Zomato to discover women-owned businesses to meet its procurement needs.
- 4) In March 2024, Zomato completed a preliminary value chain analysis with third party experts to identify the scope of sustainable sourcing based on the nature of purchases made by the company to provide its platform services.

The company intends to use the analysis to inform the creation of a formal sustainable sourcing policy. The company will focus on categories that hold the greatest potential for sustainable sourcing based on availability of sustainable suppliers, environmental and social impact along with commercial considerations.

3. 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.

Waste type	Waste management procedure in place
Plastic (including packaging)	Not applicable*
E-waste	
Hazardous waste	
Other waste	

*Zomato is a technology platform services provider and does not produce any physical products.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable.

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

Essential Indicator

1. 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)
Permanent employees											
Male	3058	3058	100%	3058	100%	NA	NA	3058	100%	2912	95.23%
Female	929	929	100%	929	100%	929	100%	NA	NA	896	96.45%
Others	1	1	100%	1	100%	-	100%**	-	100%**	1	100%
Total	3988	3988	100%	3988	100%	929	23.29%***	3058	76.68%***	3809	95.51%
Other than Permanent employees											
Male	368	368	100%	368	100%	NA	NA	368	100%	354	96.20%
Female	84	84	100%	84	100%	84	100%	NA	NA	81	96.43%
Others	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	452	452	100%	452	100%	84	18.58%***	368	81.42%***	435	96.24%

*The above daycare coverage is less than 100% since some employees are based out of offices with less than 50 employees / working out of coworking spaces / not eligible since they are located in Dubai or Abu Dhabi. Coverage of daycare facilities has been accounted based on the below:

- In-house daycare facility available at our Gurugram and Bengaluru Corporate office.
- Partnership with IPSAA: provides access to employees to daycare facilities (at a discounted rate) near our office premises, across various locations.
- In addition, as part of our parental leave policy, we also provide a list of daycare facilities to our employees.

**One of our permanent employees who falls under the 'Others' category of gender is included in the total headcount count above. This employee is covered by our gender neutral parental leave policy.

***All our employees are covered by our gender neutral parental leave policy, the total % of maternity and paternity benefits only denotes the gender split of the employee base.

b. Details of measures for the well-being of workers:

Category	% of 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)
Permanent workers											
Male	0	0	0%	0	0%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	0	0	0%	0	0%	0	0%	0	0%	0	0%
Other than Permanent workers											
Male- Contract Workers	263	263	100%	257	97.72%	0	0%	0	0%	-	-
Female- Contract Workers	53	53	100%	49	92.45%	53	100%	0	0%	-	-
Total	316	316	100%	306	96.84%	53	16.77%**	0	0%	-	-

*The number for Health Insurance has been considered by combining ESI and Medical Insurance as every worker is covered under either of these schemes.

**All our other than permanent female workers are covered by maternity benefits, the total % of maternity benefits only denotes the gender split of workers.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company*	0.27%	0.32%

*The aforementioned spending includes health coverage premiums, accidental insurance premiums, contractual workers' insurance, paternity and maternity benefits, physical & mental wellness team salaries and costs, daycare facility, and medical room (doctor, paramedics, equipment, and consumables) expenses.

2. Details of retirement benefits, for Current FY and Previous FY*:

Benefits	FY 2023-24			FY 2022-23		
	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**	99.01%	99.68%	Y	98.44%	-	Y
Gratuity	100%	100%	Not applicable	100%	-	Not applicable
ESI***	100%	100%	Y	100%	-	Y
Others - NPS****	100%	-	-	-	-	-

*In FY24, Zomato's coverage of the above disclosure consists of both permanent and other than permanent employees.

**The above percentage represents data for eligible employees and workers as at the end of the financial year. All eligible employees get PF benefits. However, the reported data is less than 100% since some employees have voluntarily opted out of PF contribution. For workers, the reported data is less than 100% since one worker has voluntarily opted out of PF contribution.

***The above percentage represents data for eligible employees and workers at the end of the financial year. Out of the total headcount, 66 employees and 247 workers as at 31 March 2024 and 12 employees as at 31 March 2023 were eligible for ESI.

****The above percentage represents data for eligible employees at the end of the financial year. Out of the total headcount, 66 employees had opted for NPS as on 31st March 2024.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

We are dedicated to fulfilling the requirements of the Rights of Persons with Disabilities Act, 2016 and actively supporting individuals with disabilities. Our headquarters and largest office based in Gurugram, with over 2000 Zomato employees, underwent an independent external accessibility audit within the reporting year.

We have implemented various measures such as ramps, disability-friendly elevators, all-gender accessible toilets, and accessible parking at our Gurugram office. Additionally, we are addressing recommendations from the audit to further enhance accessibility.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.

Yes. Zomato has an Equal Opportunity, Diversity and Inclusion Policy aligned with the principles of Rights Persons with Disabilities Act, 2016. ([Link to the policy](#))

5. Return to work and Retention rates of permanent employees and workers that took parental leave in FY24:

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99.08%	68.60%	-	-
Female	95.00%	74.19%	-	-
Others	-	-	-	-
Total	97.99%	70.09%	-	-

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

	Yes/ No (If Yes, then give details of the mechanism in brief)
Permanent workers	Not applicable.
Other than permanent workers	Yes. Zomato has established a grievance redressal mechanism for its workforce to receive and address their concerns.
Permanent employees	Zomato has a dedicated email channel accessible for all to raise any complaints/ issues. Complaints can be filed by writing to the People Assist Team at peopleassist@zomato.com or the Internal Complaints Committee at speakup@zomato.com . (Grievance Management Policy, Equal Opportunity, Diversity and Inclusion Policy)
Other than permanent employees	

7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in the respective category (A)	No. of employees/workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
Total permanent employees	3,988	-	-	3,440	-	-
Male	3,058	-	-	2,685	-	-
Female	929	-	-	754	-	-
Other	1	-	-	1	-	-
Total permanent workers	0	-	-	0	-	-
Male	0	-	-	0	-	-
Female	0	-	-	0	-	-
Other	0	-	-	0	-	-

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	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)
Employees*										
Male	3,058	2,597	84.92%	2,574	84.17%	2,685	2,481	92.40%	2,182	81.27%
Female	929	762	82.02%	707	76.10%	754	679	90.05%	620	82.23%
Others	1	1	100%	1	100%	1	1	100%	1	100%
Total	3,988	3,360	84.25%	3,282	82.30%	3,440	3,161	91.89%	2,803	81.48%
Workers										
Male	263	250	95.06%	-	-	-	-	-	-	-
Female	53	53	100%	-	-	-	-	-	-	-
Others	0	0	-	-	-	-	-	-	-	-
Total	316	303	95.89%	-	-	-	-	-	-	-

*In FY24, Zomato's coverage of the above disclosure consists of Health & Safety and Skill upgradation trainings provided to permanent employees.

9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3,058	3,058	100%	2,685	2,685	100%
Female	929	929	100%	754	754	100%
Others	1	1	100%	1	1	100%
Total	3,988	3,988	100%	3,440	3,440	100%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Others	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. 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 of such a system?**

Yes. At Zomato, the safety and well-being of our workforce and stakeholders are paramount to us. We are committed to fostering a safe and healthy workplace and minimising the risks of accidents, injuries, and health hazards. Our Health & Safety Policy includes nine pillars that outline how we effectively manage critical OH&S aspects. Additionally, we hold the ISO 45001:2018 certification for our Occupational Health and Safety (OH&S) Management System.

We have a dedicated Environment, Health, and Safety (EHS) team committed to upholding safety standards. Our offices are equipped with essential safety systems such as fire detection, fire fighting mechanisms, public address systems, safety signage etc., to ensure the safety of employees and workers. We have integrated action plans to respond to emergencies. In the reporting year, we introduced a Safety Reporting System (SRS), enabling employees to actively engage and report OH&S incidents and hazards. We have procedures in place to investigate work-related injuries and incidents reported through SRS.

Furthermore, we have implemented widespread health and safety awareness initiatives like safety communications, safety training programs on fire safety, first-aid, PPE (Personal Protective Equipment), chemical (used for cleaning) handling, etc. Our workplace & facilities team diligently oversees the adherence to safety protocols, regularly inspecting and ensuring the functionality of safety systems.

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

Risk identification and mitigation is a pivotal aspect outlined within our Health and Safety Policy, and we adopt a proactive stance towards identifying, assessing, and mitigating hazards in all our routine and non-routine processes. As an integral component of our ISO 45001:2018-certified, Occupational Health and Safety Management System, we have documented procedures for evaluating work-related hazards and risks across all activities conducted at our offices. Employees and workers can also report work-related hazards through the Safety Reporting System (SRS).

We have conducted Hazard Identification and Risk Assessment (HIRA) and subsequently prioritized the integration of action plans with quantified targets to mitigate the identified hazards and risks effectively. We regularly conduct internal inspections to identify health and safety risks within the organization.

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

Yes, we have established a process for workers to report work-related hazards and to safeguard them from such risks. The company has implemented a Safety Reporting System (SRS) for reporting hazards/ observations. Our EHS team addresses all hazards/observations reported in collaboration with the workplace and facilities team to ensure required corrective measures are taken. Strengthening these elements is imperative for workplace safety, ensuring our commitment to protecting the welfare of our workers.

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

Yes. Zomato provides its employees with non-occupational medical and healthcare benefits. These include comprehensive group medical insurance that extends to the employee, spouse/partner, and up to 2 children. The medical insurance has progressive coverages such as gender reassignment surgery, treatment for autism and psychiatric ailments. We also offer free online medical consultations, nutrition counselling, psychological counselling discounted diagnostic tests, and discounts on medicines.

Over and above, all employees are covered under the group accidental insurance. We also provide medical insurance or ESI benefits to our other than permanent workers basis applicability.

11. Details of safety related incidents, in the following format:

Safety incident/number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR)(per one-million-person hour worked)	Employees	0.26	0
	Workers	0	Not applicable
Total recordable work-related injuries	Employees	2	0
	Workers	0	Not applicable
No. of fatalities	Employees	0	0
	Workers	0	Not applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	Not applicable

**Including in the contract workforce*

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

At Zomato, we prioritize the safety and welfare of our employees and their overall well-being. We have implemented comprehensive policies and protocols aimed at fostering an incident-free, vibrant and secure workplace environment. We have dedicated teams which are responsible for monitoring safety performance and implementing necessary measures to enhance safety protocols. The following outlines several key initiatives designed to promote a culture of health, safety and wellbeing of employees within our organization:

1. Implemented an Occupational Health and Safety Management System (ISO 45001:2018).
2. Medical room in Corporate office with a nurse available on all days and doctor available three days a week.
3. Our offices are equipped with fire detection, fire fighting equipment and first-aid facilities to ensure prompt response and mitigation during incidents.
4. Implemented measures for preparing and responding to fire emergencies and conducting regular mock drills to assess our readiness and improve our response capabilities.
5. Promoting awareness about healthy posture and ergonomics.
6. Ensuring the use of Personal Protective Equipment by the workforce wherever needed.
7. In the event of serious injuries, investigations are conducted to prevent recurrence. Corrective and Preventive Actions (CAPA) are diligently implemented following investigations.
8. Group health insurance for employees and dependents.
9. Group personal accident insurance.
10. Discounts on diagnostic services.
11. Free telehealth and medical consultation for employees and dependents.
12. Discounted dental consultations and free vision checkups.
13. Wellness leaves (physical and mental) and period leaves.
14. Mental wellness expert counselling by the in-house team of trained psychologist & counsellors.
15. Gym facilities in corporate office.
16. Nutrition counselling.
17. Regular campaigns and training are conducted on health and safety topics such as First Aid, CPR, firefighting, and evacuation procedures.

13. Number of complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions*	0	0	-	-	-	Not recorded
Health & safety*	5	0	-	-	-	Not recorded

*On September 27, 2023, we introduced a QR code system for our workforce to report complaints at all locations except our Gurugram office, where internal communication channels are used to raise complaints. On January 16, 2024, we also introduced a dedicated Safety Reporting System (SRS) for all employees to report Health & Safety issues.

14. 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	An independent human rights assessment which includes health & safety practices has been conducted for all our office locations. Additionally, 2 out of 3 offices that are directly leased by the Company and operational on 31st March 2024, have been assessed and are compliant as per ISO 45001:2018. (Certificate received in April 2024)

15. 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.

In FY24, work-related injuries reported (accident numbers mentioned in principle 3, question no. 11) in the period are primarily attributed to slip, trip, and fall incidents. Thorough investigations were conducted for lost time incidents, and appropriate actions were taken to address the underlying causes. Additionally, comprehensive risk assessments were performed for all activities, revealing no significant risks requiring immediate attention or mitigation measures. An independent Human Rights assessment has also been conducted for all our office locations and no major findings were reported during this assessment.

Leadership Indicators

1. 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).

- **Employees:** Yes, all employees are covered by a comprehensive group accident insurance policy that provides compensation to their families in the unfortunate event of the death of an employee due to an accident.

The company also provides a generous ex gratia payment to the families of all our deceased employees. This payment amounts to the employee’s annual salary and continues for a duration of 10 years from the date of the employee’s passing.
- **Workers:** Not applicable.

Principle 4 – Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

In our Stakeholder and grievance management policy, which is in line with the AA1000 Stakeholder Engagement Standard, we have analysed our internal and external environment to identify stakeholders including individuals, groups of individuals or organisations:

- Who are directly or indirectly dependent on our activities, products or services and associated performance, whom we are dependent on in order to operate effectively
- To whom Zomato has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities
- Who can influence or have impact on Zomato’s strategic or operational decision-making

Based on the above definition, we have identified our key stakeholders as following-

- Customers (end-users and restaurant partners)
- Employees
- Vendors
- Delivery Partners
- Shareholders
- Regulatory and government bodies
- Community

([Link to the policy](#))

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> • Employee newsletters • Intranet portal • Employee resource groups • Posters, TV Screens • Internal communication channel • Employee town halls • Employee surveys • Performance reviews • Dedicated email 	Ongoing/ Continuous	<ul style="list-style-type: none"> • Employee benefits • Awareness about Company policies • Employee recognition • Learning and development • Health, safety and well-being • Performance review and career development
Customers (end-users)	No	<ul style="list-style-type: none"> • Zomato app and website • Customer service support • Customer satisfaction survey • Social media channels • Email communication 	Ongoing/ Continuous	<ul style="list-style-type: none"> • Customer feedback • Grievance redressal • Resolution of their queries • Advertising
Customers (Restaurant Partners)	No	<ul style="list-style-type: none"> • Zomato restaurant partner application • Zomato dashboard • Dedicated email • Account managers • Social media channels 	Ongoing/ Continuous	<ul style="list-style-type: none"> • Onboarding support • Resolving queries • Grievance redressal • Discussions on ensuring safe deliveries • Enhancing user experience • Capturing feedback • Creating and updating menu, pricing, promotions, etc. • Understanding and activating growth levers - e.g. advertising
Vendors	No	<ul style="list-style-type: none"> • Face-to-face and electronic or telephonic correspondence 	Ongoing/ Continuous	<ul style="list-style-type: none"> • Resolving queries • Assessing performance • Sharing requests and requirements

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Delivery Partners (DPs)	No*	<ul style="list-style-type: none"> Zomato Delivery Partner App Dedicated email IDs Hotline number for SOS calls from delivery partners Regional Zomato Team Leader (TL) 	Ongoing/ Continuous	<ul style="list-style-type: none"> Onboarding support Resolving queries Grievance redressal Safety and well-being Understanding their concerns to bring about changes Earnings and payout fee
Shareholders	No	<ul style="list-style-type: none"> Shareholder/ investor meetings Shareholder's letters and earnings calls 	Ongoing/ Continuous	<ul style="list-style-type: none"> Queries on financial and operational performance of the company Transparent disclosures of material events
Community/ Society	Yes*	<ul style="list-style-type: none"> Zomato has a project to empower Persons with Disabilities by providing livelihood opportunities. In connection with this project we conduct regular meetings and exchange emails with NGOs and others representing Persons with Disabilities Independent impact assessment studies are also a channel of communication with community members impacted by our project 	Based on schedule for the said activity	<ul style="list-style-type: none"> Enabling access to livelihood
Government and regulators	No	<ul style="list-style-type: none"> Public policy advocacy Formal dialogues 	On an as needed basis	<ul style="list-style-type: none"> Policy advocacy with concerned authorities Deliberations and inputs on regulations and policies that have bearing on our operations and businesses

*Selected members of our Delivery Partner community and selected members of society fall under the definition of vulnerable and marginalised such as Persons with Disabilities and women from economically weaker sections of society.

Leadership Indicators

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

We regularly engage with our key stakeholders (end-users, restaurant partners and delivery partners) as outlined in our Stakeholder Engagement and Grievance Management Policy. Through the channels described in the policy, the functional teams in Zomato receive feedback from various groups of stakeholders on our initiatives and operations. This feedback is analysed and discussed with relevant leadership teams to identify action areas. Select environmental and social actions are discussed with the CSR committee of the board based on their overall importance and these meetings are minuted. The CSR committee at Zomato also undertakes responsibility for climate and sustainability related matters.

([Link to the policy](#))

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

Yes. Stakeholder consultation was an integral part of the materiality assessment process which was carried out by Zomato as per the AA 1000 Stakeholder Engagement Standard in FY22 with the help of an independent external organisation to identify ESG topics material to the firm. Additionally, we regularly engage with key stakeholders via various channels to make improvements and design innovative offerings to meet their expectations.

Two examples of how Zomato has used inputs received from stakeholders on material sustainability issues to design new initiatives and offerings-

- In the reporting year, Zomato introduced 'Emergency First Responder Training' for our Delivery Partners that included First Aid training and Cardiopulmonary Resuscitation (CPR). This initiative was designed on the basis of feedback received from 2 sets of stakeholders. 1) Delivery partners, who themselves are often the first responders who assist other delivery partners and road-users in times of roadside emergencies, shared their interest in such a program, 2) NGOs who represent communities have approached Zomato suggesting that such a program would be beneficial for society at large since delivery partners are well placed to help out in case of road-related accidents and emergencies. As on March 31st 2024, 18,884 delivery partners had received in-person Emergency First Responder Training.
- A second example of launching a new initiative based on stakeholder feedback is the Plastic-Free Orders labelling program for restaurants. Customers appreciate restaurants for adopting sustainable packaging. However, in our current order flow, they do not know in advance of placing their order, the nature of the packaging the restaurant will use. To provide customers with information on which restaurants have adopted alternatives to plastic and recognize restaurants for taking this eco-friendly measure, we launched the Plastic-Free Orders banner for selected restaurant chains and outlets. Till March 31st, 2024, a total of 16 restaurant brands had qualified as sending orders in plastic-free packaging (barring certain exemptions for barrier coating, pre-packed beverages, and cello tape). A total of 5.4 million orders were delivered from restaurants that had earned the PFO label by March 31st.

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

Zomato has taken multiple actions to address the concerns of vulnerable/marginalised stakeholder groups both within and outside of its value chain.

Actions taken to address concerns of vulnerable/marginalised groups within its value chain:

- Zomato has launched a program called Zomato Equitable Action for Livelihood (Project ZEAL) to address the lack of livelihood options for Persons with Disabilities. Under Project ZEAL, we supported the onboarding of more than 400 persons with disabilities (PwDs) as delivery partners in FY24. These partners have undertaken 6,74,631 deliveries and have travelled over 15 lakhs kms on modified motorized wheelchairs. In addition to waiving the onboarding fees, we have sensitised fleet coaches and assigned a project manager to address their concerns and challenges. This project achieved recognition from the Bombay Chamber of Commerce and Industry as the 'Best D&I initiative' in November 2023. This award celebrates organisations that have implemented transformative initiatives targeting policies and systems to support underrepresented diversity groups.
- To support the needs of new parents among delivery partners, Zomato launched maternity insurance coverage subject to certain eligibility criteria in January 2024. To further encourage and support women delivery partners, Zomato designed and launched a kurta as an alternative to the Western style T-shirt. The kurta was designed to provide greater comfort to women who conveyed a preference for traditional Indian attire.

Actions taken to address the concerns of vulnerable/marginalised groups outside of its value chain:

- Zomato has provided infrastructure on Zomato's platform to enable customers to make contribution(s) towards an independent NGO, Feeding India at the checkout page on Zomato's platform. The contributions made by the customers are sent to Feeding India for their various initiatives including initiatives to eradicate hunger and improve malnutrition outcomes among underprivileged communities in India. Using contributions from users and other sources including corporates and foundations, Feeding India has provided 17 crore meals to underserved communities since its inception.

Principle 5 - Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees*						
Permanent	3,988	3,327	83.43%	3,440	3,261	94.80%
Other than permanent	452	411	90.93%	446	358	80.27%
Total employees	4,440	3,738	84.18%	3,886	3,619	93.13%
Workers						
Permanent	0	0	0%	0	0%	0%
Other than permanent workers**	316	303	95.89%	298	274	91.95%
Total workers	316	303	95.89%	298	274	91.95%

*For employees, training on Human Rights has been conducted online via our internal learning platform. Additionally, we also circulated posters and videos via our internal channel. POSH training has been conducted at the time of induction.

**For other than permanent workers, Human Rights training has been conducted through in-person training via videos.

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
Employees										
Permanent	3,988	0	0%	3,988	100%	3,440	0	0%	3,440	100%
Male	3,058	0	0%	3,058	100%	2,685	0	0%	2,685	100%
Female	929	0	0%	929	100%	754	0	0%	754	100%
Other	1	0	0%	1	100%	1	0	0%	1	100%

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Other than permanent	452	0	0%	452	100%	446	0	0%	446	100%
Male	368	0	0%	368	100%	360	0	0%	360	100%
Female	84	0	0%	84	100%	86	0	0%	86	100%
Other	0	0	0%	0	100%	0	0	0%	0	100%
Workers										
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%
Others	0	0	0%	0	0%	0	0	0%	0	0%
Other than permanent workers	316	302	95.56%	14	4.44%	298	298	100%	0	0%
Male	263	256	97.33%	7	2.67%	263	263	100%	0	0%
Female	53	46	86.79%	7	13.21%	35	35	100%	0	0%
Others	0	0	0%	0	0%	0	0	0%	0	0%

*Data reported is as on 31st March 2024.

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

FY 2023-24	Male		Female	
	Number	Median remuneration/salary/wages of respective category*	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)**	1	INR 4,200,000***	4	INR 3,550,000
Key managerial personnel	2	NIL****	1	INR 8,000,000*****
Employees other than BoD and KMP	3,056	INR 850,000	928	INR 887,500
Workers		-		

*Median Salary of the board and key managerial personnel does not include the amount of employee share based payment, the provisions made for gratuity and leave encashment, as they are determined on an actuarial basis.

**Board of Directors and Key Managerial Personnel include Deepinder Goyal, Founder, MD and CEO.

***Out of the three male board members, no median value can be reported as two male board members are not drawing salary, accordingly remuneration (including sitting fees) of the only male member has been reported.

****No median value can be reported as both the male KMPs have voluntarily waived their salary and accordingly NIL has been reported.

*****No median value can be reported as there is only one female KMP and accordingly remuneration of the female KMP has been reported.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	21.31%	22.31%

*In FY24 and FY23, Zomato's coverage in the above question includes wages of permanent employees other than BoDs and KMPs.

4. Do you have a focal point (individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, we have a dedicated Internal Complaints Committee (ICC) to address human rights complaints raised by employees.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The following are the internal mechanisms in place at Zomato to redress grievances related to human rights issues:

- We have a dedicated Internal Complaints Committee to address and investigate any human rights complaints.
- Instances related to human rights can be reported on email ID - speakup@zomato.com.
- All complaints are kept confidential and investigated promptly.
- In addition, we have a grievance mechanism in place for our value chain partners to report instances related to human rights.

These internal mechanisms are detailed in our Human Rights Policy. ([Link to the policy](#))

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	3	0	-	4	0	-
Discrimination at workplace	0	0	-	0	0	-
Child labour	0	0	-	0	0	-
Forced labour/ Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights-related issues	1	0	-	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	4
Complaints on POSH as a % of female employees / workers	0.28%	0.46%
Complaints on POSH upheld	3	4

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Our commitment to prevent discrimination and harassment at workplace is demonstrated in our documented policies on Prevention of Sexual Harassment (POSH), Human Rights and Equal Opportunity, Diversity and Inclusion. We have strong anti-retaliation measures built into our policies. We are committed to protecting the complainant and ensuring no retaliation of any kind against anyone reporting good faith concerns. Anyone targeting such a person will be subjected to strict disciplinary actions. This protection is extended not only to the complainant but also to anyone who assists with or cooperates as part of an investigation.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)
No.

10. Assessments of the year:

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	100%.
Forced/involuntary labour	We engaged an independent external organisation to conduct a Human Rights Assessment for Zomato Limited.
Sexual harassment	
Discrimination at workplace	The assessment included the below:
Wages	<ul style="list-style-type: none"> • A comprehensive review of human rights systems, operating policies and procedures for the entire organisation.
Others – please specify	<ul style="list-style-type: none"> • Focused discussion with HR and Governance, Risk and Compliance representatives to understand existing human rights systems and practices. • Online human rights risk assessment survey was conducted covering permanent and other than permanent employees from all locations. • Focus group discussions were conducted in our Gurugram and Bengaluru offices with other than permanent workers on a sample basis.

11. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 10 above.

As per the results of the Human Rights Assessment conducted by an independent external organisation in FY24, there were no significant or high risks / concerns of human rights related practices at Zomato. As an organisation we are committed to promoting and respecting human rights of all employees and workers. We conduct regular awareness sessions in our organisation pertaining to various human rights aspects in order to sensitise our workforce.

Leadership Indicators

2. Details of the scope and coverage of any Human rights due-diligence conducted.

Human Rights due-diligence for Zomato Limited covered employees and workers (third party workers) across locations. Following aspects were covered in the due-diligence conducted:

- Working Conditions : Working hours, work-related stress, degree of safety, and comfort
- Labour Rights : Employment contracts, freedom of association and collective bargaining, employee benefits, forced or compulsory labour and child labour
- Rights to privacy : Personal and professional data and information
- Health, safety and well-being : Training and awareness sessions, safety drills, insurances, assistance programmes and policies.
- Fair and equal remuneration : Compensation practices
- Freedom of Speech : Feedback mechanisms
- Workplace discrimination & harassment : Discrimination (age, gender, ethnicity, sexual preference, color, disability, etc.) and mental and sexual harassment
- Learning & Development : Skill development programmes for career progression and professional growth
- Diversity & Inclusion : Equal opportunity, diversity, and inclusion

Principle 6 – Businesses should respect and make efforts to protect and restore the environment**Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format*:**

Parameter	FY 2023-24	FY 2022-23**
From renewable sources		
Total electricity consumption (A)	0.00	0.00
Total fuel consumption (B)	0.00	0.00
Energy consumption through other sources (C)	0.00	0.00
Total energy consumed from renewable sources (A+B+C)	0.00	0.00
From non renewable sources		
Total electricity consumption (D)	412.15 GJ	341.97 GJ
Total fuel consumption (E)	103.67 GJ	119.18 GJ
Energy consumption through other sources (F)	0.00	0.00
Total energy consumed from non-renewable sources (D+E+F)	515.83 GJ	461.16 GJ
Total energy consumed (A+B+C+D+E+F)	515.83 GJ	461.16 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000000077896 GJ / rupee of turnover	0.0000000097963 GJ / rupee of turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0000001744863 GJ / rupee of turnover adjusted for PPP	0.0000002194382 GJ / rupee of turnover adjusted for PPP
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*Energy consumption data in the table above covers energy from fuel consumption through leased DG sets and owned office vehicles. This only includes energy from purchased electricity for offices within Zomato's boundary determined by operational control approach. Please refer to our boundary note on page 72 of this annual report for more details.

**Previous year values are recalculated and restated basis the current year boundary.

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, assured by Deloitte Haskins & Sells LLP for FY24.

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the performance, achieve, and trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken if any.

Not applicable.

3. Provide details of the following disclosures related to water, in the following format*:

Parameter	FY 2023-24	FY 2022-23**
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third-party water	870.28	789.48
(iv) Seawater / desalinated water	0	0
(v) Others (Purchased drinking water)	55.01	0
Total volume of water withdrawal (in kilolitres)(i + ii + iii + iv + v)	925.29	789.48
Total volume of water consumption (in kilolitres)	185.06	157.9
Water intensity per rupee of turnover (water consumed / revenue from operations)	0.0000000028 KL/ rupee of turnover	0.0000000034 KL/ rupee of turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total water consumption/Revenue from operations adjusted to PPP)	0.0000000626 KL / rupee of turnover adjusted for PPP	0.0000000751 KL / rupee of turnover adjusted for PPP
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Environmental performance data for this indicator covers Bangalore office only based on Zomato's boundary determined by operational control approach.

**Previous year values are recalculated and restated basis the current year boundary.

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, assured by Deloitte Haskins & Sells LLP for FY24.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23**
Water discharge by destination and level of treatment (in kilolitres)*		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	740.23	631.58
- With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	740.23	631.58

*Environmental performance data for this indicator covers Bangalore office only based on Zomato's boundary determined by operational control approach. Water discharge values are calculated based on an assumption that 80% of the water supply flows back into the ecosystem as wastewater.

**Previous year values are recalculated and restated basis the current year boundary.

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, assured by Deloitte Haskins & Sells LLP for FY24.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes, our corporate office in Gurugram (a multi-tenant facility), has a zero liquid discharge mechanism through a sewage treatment plant (STP). This STP has been installed by our landlord to recycle domestic wastewater and reuse it for horticulture and flushing. However, we don't have operational control over this STP. For all our other offices, wastewater is discharged into municipal sewers, which undergo further treatment in line with applicable requirements.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
NOx	MT	0.000590195	Not Recorded
SOx	MT	0.000135870	
Particulate matter (PM)	MT	0.000239236	
Persistent organic pollutants (POP)	MT	-	
Volatile organic compounds (VOC)	MT	-	
Hazardous air pollutants (HAP)	MT	-	
Others – please specify	MT	-	

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, assessment was conducted by Eko Pro Engineers Pvt. Ltd.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23***
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)**	Metric tonnes of CO ₂ equivalent	Gross: 7.01 tCO ₂ e Net: 0*	Gross: 8.07 tCO ₂ e Net: 0*
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)**	Metric tonnes of CO ₂ equivalent	Gross: 81.97 tCO ₂ e Net 0*	Gross: 67.44 tCO ₂ e Net 0*
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent	0.0000000013437 tCO ₂ e / rupee of turnover	0.0000000016041 tCO ₂ e / rupee of turnover
Total Scope 1 and Scope 2 emissions 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)	Metric tonnes of CO ₂ equivalent / rupee of turnover adjusted for PPP	0.0000000300989 tCO ₂ e / rupee of turnover adjusted for PPP	0.0000000359315 tCO ₂ e / rupee of turnover adjusted for PPP
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*For Scope-1: The above numbers are after deducting the carbon removal offsets purchased to maintain carbon neutrality for Scope-1. For Scope-2: The above numbers are after deducting the International Renewable Energy Certificate (IREC) purchased to maintain carbon neutrality for Scope-2.

**Scope- 1 & 2 emissions includes emissions from fuel consumption, purchased electricity and fugitive emissions for offices within Zomato's boundary determined by operational control approach. Scope-1 & 2 emissions from the offices where operational control is not there, they are accounted under scope 3 purchased goods & services. Please refer to our boundary note on page 72 of this annual report for more details.

***Previous year values are recalculated and restated basis the current year boundary

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, assured by Deloitte Haskins & Sells LLP for FY24.

8. Does the entity have any project related to reducing greenhouse gas emission? If Yes, then provide details.

Yes. In FY23, we committed to achieving net zero emissions across our food ordering and delivery value chain by 2033 from FY22 base year. We have submitted our commitment to Science Based Target Initiative (SBTi), and are in process of getting the targets validated. Towards achieving this long-term goal, we've set the following targets:

- Maintain scope 1 & scope 2 emissions at 0 from FY23 onwards
- Reduce last mile delivery emissions by 70% on a per km basis by FY30 from the base year of FY22. This target is aligned with our commitment to facilitate 100% EV-based deliveries by 2030, our flagship GHG reduction project.

Against the above targets, our performance to date is summarised below:

- We have maintained 100% of our scope 1 & scope 2 emissions at 0 through use of an equivalent amount of verified carbon removal offsets and International Renewable Energy Certificates (IRECs).
- Our last-mile delivery emissions on a per km basis reduced by 9.35% in FY24 when compared to FY22.

The reduction in last-mile delivery emissions was facilitated by an expansion of our EV program. FY24, Zomato's total EV-based food deliveries increased by 4x from previous year, totaling to 61.6 million orders, representing 8.19% of total orders. During the reporting year, we organised 200+ EV melas and bazaars in collaboration with our EV partners and established 46 agreements with new EV partners, thereby increasing the total number of active EV partnerships to 91 as of 31st March 2024.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24	FY 2022-23**
Total waste generated (in metric tonnes)*		
Plastic waste (A)	0.52	0.92
E-waste (B)	7.79	2.98
Bio-medical waste (C)	0.50	0.65
Construction and demolition waste (D)	0	0
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	0.03	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Wet Waste= 2.61 Paper & Cardboard= 3.51	Wet Waste= 1.32 Paper & Cardboard= 2.25
Total (A+B + C + D + E + F + G + H)	14.97	8.12

Parameter	FY 2023-24	FY 2022-23**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000002 MT / rupee of turnover	0.0000000002 MT / rupee of turnover
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total waste generated / Revenue from operations adjusted for PPP)	0.00000000051 MT / rupee of turnover adjusted for PPP	0.00000000039 MT / rupee of turnover adjusted for PPP
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-

*Environmental performance data for this indicator covers three offices on direct lease with more than 100 employees(Gurugram, Kolkata and Bangalore). Our Kolkata office was operational till 30th November 2023, therefore its disclosures are covered till 30th November 2023. Disclosure in different waste categories is made as per Zomato's boundary determined by operational control approach.

**Previous year values are recalculated and restated basis the current year boundary.

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)*

	FY 2023-24	FY 2022-23**
Category of waste:		
(i) Recycled	11.71	2.98
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	11.71	2.98

For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)*

	FY 2023-24	FY 2022-23**
Category of waste		
(i) Incineration	0.50	0.65
(ii) Landfilling	1.20	4.49
(iii) Other disposal operations	1.57	0.00
Total	3.27	5.14

*Environmental performance data for this indicator covers three offices on direct lease with more than 100 employees(Gurugram, Kolkata and Bangalore). Our Kolkata office was operational till 30th November 2023, therefore its disclosures are covered till 30th November 2023. Disclosure in different waste categories is made as per Zomato's boundary determined by operational control approach.

**Previous year values are recalculated and restated basis the current year boundary.

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, assured by Deloitte Haskins & Sells LLP for FY24.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce the usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

At Zomato, we are committed to implementing effective waste management strategies to minimise the environmental impact of our business.

Our employees sit out of leased premises or co-working spaces where waste disposal is managed by the owners or main lessors of the property. In offices that are directly leased by us, we have implemented initiatives to reduce waste and promote segregation at the source.

- To reduce waste, we have replaced disposable cutlery with reusable plates and cutlery and implemented a 'bring your own bottle' initiative eliminating the use of paper cups for drinking water.
- To promote segregation at source we utilise appropriately coloured and labelled dustbins to facilitate easy and efficient separation of various types of waste, ensuring that recyclable, organic, and non-recyclable materials are appropriately sorted by our own housekeeping teams.

For e-waste, biomedical waste and hazardous waste streams, we take responsibility for appointing authorised waste management vendors and collect recycling certificates from them.

For plastic waste, wet waste and paper and cardboard waste streams, we collect details of disposal and recycling from vendors appointed by our landlords or owners of the premises.

Along with our policies, these processes have earned our Gurugram and Bengaluru offices ISO 14001 certification in the reporting year.

Since, we are a technology platform in the services business, our generation of hazardous waste is minimal and toxic waste nil.

To further reduce the impact of waste generated by orders placed by users from restaurants on Zomato's platform, we have implemented a number of voluntary initiatives.

One of our key voluntary waste reduction initiatives is the 'don't send cutlery' initiative on the food delivery app, which requires end-users to explicitly 'opt-in' for cutlery, if needed. This initiative has resulted in a reduction of restaurant orders sent with cutlery by more than 75%, preventing the usage of single-use materials and reducing an estimated 933 MT of cutlery waste for FY24.

In the domain of recycling, a major voluntary initiative we have taken is '100% Plastic Neutral deliveries'. While the choice of packaging used for food deliveries rests with our restaurant partners, we are committed to mitigating the impact of this packaging on the environment through voluntary recycling. Towards this end, Zomato voluntarily recycled 10,000 MT of plastic waste in FY24. Since April 2022, we've recycled 30,000 MT of plastic waste which is more than 1.5x the estimated amount of plastic used by our restaurants for packaging orders as per an independent external assessment.

11. 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:

Zomato does not have any offices in/around ecologically sensitive areas.

12. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable.

13. 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

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23*
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	120120.13 tCO2e	102654.57 tCO2e
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO2 equivalent	0.0000018139555 tCO2e / rupee of turnover	0.0000021806979 tCO2e / rupee of turnover
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

**Previous years' scope 3 emissions have been recalculated to incorporate emissions from electricity purchased for leased facilities outside of Zomato's operating control and emissions from two-wheeler bikes used for food delivery with engine capacity of <150cc.*

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, assured by Deloitte Haskins & Sells LLP.

4. 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 the outcome of such initiatives, as per the following format:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Climate conscious deliveries initiative	Our profile is dominated by emissions from transportation undertaken by delivery partners. We are working towards 100% EV-based deliveries by 2030. We have signed partnership agreements with EV 2-wheeler manufacturers and service operators to help us achieve this objective.	In the reporting year 2023-34 we signed an additional 46 partnerships with various players in the 2W EV ecosystem including manufacturers, Battery-as-a-service operators and EV rental companies. This brings the total number of active EV partnerships we have to 91 as on March 31st 2024.

Sr. Initiative No. undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
	<p>Our logistics team also runs awareness campaigns for delivery partners to explain the benefits of switching to electric vehicles and address their doubts. We also routinely organise EV melas where various EV-bike manufacturing and rental companies can display their models to delivery partners and offer test-rides.</p> <p>In the reporting year 2023-24, we launched a page within the delivery partner application through which partners can easily discover various models of electric vehicles available on rent from different companies.</p>	<p>In the reporting year 2023-24, ~2,00,000+ delivery partners were made aware of the benefits of EVs via digital and offline communication campaigns.</p> <p>The monthly active EV -based delivery fleet as for March 2024 stood at 27,884 which is 2x the number of EV-based partners in our fleet compared to March 2023.</p> <p>The program has won Zomato 'Best ESG Performance in Sustainable Transportation' from Transformance Forums 'ESG Summit and Awards' in November 2023.</p> <p>Zomato's EV program was also the recipient of the Frost & Sullivan award for Best Environment Project in December 2023.</p>
2	<p>100% plastic neutral deliveries</p> <p>In FY23, Zomato launched the 100% plastic neutral deliveries initiatives. While the choice of packaging used for food deliveries rests with our restaurant partners, we are committed to mitigating the impact of this packaging on the environment through voluntary recycling. Towards this end, Zomato has voluntarily recycled 30,000 MT of plastic waste to date which is estimated to be more than 1.5x the amount of plastic used by restaurants for packaging deliveries facilitated by Zomato as per an independent external assessment, fully meeting the target of 100% plastic neutral deliveries in FY24.</p> <p>(Link: 100% plastic neutral deliveries)</p>	<p>10,000 MT of additional plastic waste voluntarily recycled in FY24 bringing the total volume of plastic waste voluntarily recycled by Zomato to 30,000 MT to date.</p> <p>'Best ESG Performance in Packaging and Waste Management Award' from Transformance Forums 'ESG Summit and Awards' in November 2023.</p>
3	<p>Don't Send Cutlery initiative</p> <p>Zomato launched the 'Don't Send Cutlery' initiative in FY22. This initiative is designed to reduce all types of single-use material waste as customers often have access to cutlery in their homes or offices. This initiative has been activated on our mobile application and requires end-users to explicitly 'opt-in' for cutlery, if needed.</p>	<p>This initiative has resulted in a reduction of restaurant orders sent with cutlery by more than 75%, preventing usage of single-use materials and reducing an estimated 933 MT of cutlery waste for FY24, bringing the total single-use material waste reduced over 3 years to 1,933 MT.</p>

Principle 7 – Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

Zomato was affiliated with / participated in discussions with three industry bodies.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Internet and Mobile Association of India (IAMAI)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Technology Services Industry Association (Indiatech.org)	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority

Brief of the case

Corrective action taken

None. No adverse order received by the Company from regulatory authorities in FY24*.

**During the year ended March 31, 2022, the Company received an order under Section 26(1) of the Competition Act, 2002, under which the Hon'ble Competition Commission of India (CCI) initiated an investigation into certain aspects of the Company's business. The Company continues to work closely with the Hon'ble CCI to assist them with their inquiry and explain to the Hon'ble CCI why all its practices are in compliance with competition laws and do not have any adverse effect on competition in India.*

Leadership Indicators

1. Details of public policy positions advocated by the entity:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify)	Web-link, if available
1	Provided inputs on social security provisions to gig and platform workers	Zomato (along with other ecosystem stakeholders) is a part of the Committee constituted by the Ministry of Labour, Government of India to provide inputs to support in "framing of rules under the Code on Social Security, 2020 relating to gig workers and platform workers." Additionally, Zomato (along with other ecosystem stakeholders) has participated in some state level discussions focused on provision of social security to gig and platform workers.	Yes	-	https://pib.gov.in/PressReleaselframePage.aspx?PRID=1807652

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify)	Web-link, if available
2	Provided inputs for adoption of Electric Vehicles in Delhi	Zomato (along with other ecosystem stakeholders) participated in government consultations for the implementation of the Delhi Government's Motor Vehicle Aggregators and Delivery Service Provider Scheme 2023.	Yes	-	https://inc42.com/buzz/delhi-govt-vehicle-aggregator-scheme-ev-transition-2030/#:~:text=Territory%20of%20Delhi.-,The%20scheme%20mandates%20that%20the%20entire%20fleet%20of%20all%20the%20guidelines%20outlined%20in%20the%20scheme.
3	Provided inputs on the subordinate rules under the Digital Personal Data Protection Act	Zomato (along with other ecosystem stakeholders) provided inputs sought by the Ministry of Electronics and IT (MeitY) on the said Act.	Yes	-	https://pib.gov.in/PressReleaseframePage.aspx?PRID=1959161

Principle 8 – Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
Not applicable					

2. Provide information on the project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

Sr. No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable						

3. Describe the mechanisms to receive and redress grievances of the community.

As outlined in our Stakeholder and Grievance Management Policy ([Link to the policy](#)), we have a grievance redressal mechanism in place for all stakeholders (including community) to raise any concern.

Should stakeholders have any concerns, queries, or complaints, they can reach out to us through the below grievance reporting channels:

- grievance@zomato.com
- nodal@zomato.com

Additionally, feedback or concern can be submitted through <https://www.zomato.com/contact>.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	6.52%	4.57%
Sourced directly from within India	97.58%	95.25%

5. 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

Location	FY 2023-24	FY 2022-23
Rural	0.02%	0.003%
Semi-Urban	0.05%	0.09%
Urban	68.99%	67.03%
Metropolitan	30.94%	32.87%

(Place to be categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

*The above reported data includes the wages paid to all Zomato Limited India employees and workers in FY23 and FY24.

Principle 9 – Businesses should engage with and provide value to their consumers in a responsible manner
Essential Indicators**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

We have two types of customers as described in Section-A, Q19(c):

- **End-users of our platform:** Zomato has a system to collect queries and feedback from end-users through multiple channels including the customer support section within the Zomato app, social media channels, email, app ratings and reviews. Additionally, after every supported chat, feedback is sought to gauge their satisfaction with the support received. Trends derived from the analysis of the feedback and ratings are used to implement corrective measures as required.
- **Restaurant partners:** Zomato has a system to collect queries and feedback from restaurant partners through channels like partner app/web, emails and social media channels. For live order support, partners can also reach out through chats and calls to get issues addressed immediately. Feedback on issue resolution is sought after each ticket from all the channels and then analysed to improve the quality of responses for better partner experience.

In case of any queries and feedback, customers can write to us on the below grievance reporting channels –

- grievance@zomato.com
- nodal@zomato.com

2. Turnover of products and/ services as a percentage of turnover from all products/services that carry information about:

	As a % to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2023-24		Remarks*	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	1	-	0	1	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	-	-	Not Applicable	-	-	Not applicable
Restrictive trade practices	0	0	-	0	0	-
Unfair trade practices	36	65	-	34	45	-
Other	11	25	-	21	29	-

*Consumer complaints data for FY23 and FY24 includes complaints filed before various courts by our customers i.e. end-users of our platform and restaurant partners.

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

	Number	Reasons for Recall
Voluntary Recalls		
Forced Recalls		Not applicable

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web link to the policy.

Yes. Zomato has a comprehensive privacy and cybersecurity framework in line with the NIST (National Institute of Standards and Technology) cyber security framework, supported by policies and procedures.

Below are the web links to our policies:

- Information Security Policy: ([Link to the policy](#))
- Privacy Policy: ([Link to the policy](#))

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

There were no significant concerns/complaints identified during the reporting year on the topics mentioned above. However, in case of any concerns, customers can reach out to us via multiple channels as described in Principle 4 Q2.

For data-privacy-related concerns, we have a Privacy Policy in place which outlines the process to report and investigate any suspected or potential threat to personal data. The Data Protection Officer investigates incidents to identify lapses and gaps to continuously improve processes and controls to mitigate future breaches.

Privacy Policy: ([Link to the policy](#))

7. 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 - Not applicable
- c. Impact, if any, of the data breaches - Not applicable

Leadership Indicators**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Information regarding Zomato's products and services can be accessed via the below platforms:

- Our Website : www.zomato.com
- Google Play Store: [Zomato Food Delivery & Dining App | Zomato Restaurant Partner App | Zomato Delivery Partner App](#)
- Apple App Store: [Food Delivery & Dining App | Zomato Restaurant Partner App](#)
- Facebook: [Zomato Page](#)
- Instagram page: [@Zomato](#)
- LinkedIn page: [Zomato Page](#)
- Twitter page: [@Zomato](#)
- Youtube page: [Zomato Page](#)

4. 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)

Not Applicable - Zomato is a technology platform that provides services to multiple stakeholders.

We periodically collect feedback from consumers and conduct satisfaction surveys relating to services that we provide. For instance:

1. We collect feedback on our chat support service via the ratings tool available on our mobile application post every chat resolution.
2. We also conducted a satisfaction survey of India-based consumers of our subscription-based loyalty initiative 'Zomato Gold' in the reporting year.

INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN ZOMATO LIMITED'S BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

To the Board of Directors
of **ZOMATO LIMITED**

1. We have undertaken to perform reasonable assurance engagement, for **ZOMATO LIMITED** (the "Company") vide our engagement letter dated March 21, 2024 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information" or "BRSR Core indicators") in accordance with the Criteria stated in paragraph 3 below. This Sustainability Information is included in the Business Responsibility and Sustainability Report (the "BRSR" or the "Report") within the Annual Report of the Company for the year ended March 31, 2024. This engagement was conducted by our multidisciplinary team including assurance practitioners, environmental engineers and specialists.

2. Identified Sustainability Information

Our scope of reasonable assurance consists of the BRSR Core indicators (Environment, Social and Governance indicators) listed in the Appendix I to our report. The reporting boundary of the Report is as disclosed in Question 13 of Section A: General Disclosure of the BRSR with exceptions disclosed by way of note under respective questions of the BRSR, where applicable.

Our reasonable assurance engagement was with respect to the year ended March 31, 2024 information only and we have not performed any procedures with respect to earlier periods, and therefore, do not express any opinion thereon.

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is as under:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended;

- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023; and
- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 and clarifications thereto issued by SEBI.

4. Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information including the reporting boundary of the Report, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the Report and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

5. Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies.

6. Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India (the "ICAI") and the SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, and its clarifications thereto and have the required competencies and experience to conduct this assurance engagement.

We apply Standard on Quality Control (the "SQC") 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

7. Our Responsibility

Our responsibility is to express a reasonable assurance opinion on the Identified Sustainability Information listed in Appendix I based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and Standard on Assurance Engagements (SAE) 3410 "Assurance Engagements on Greenhouse Gas Statements" (together the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI.

These Standards require that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information listed in Appendix I and included in the Report are prepared, in all material respects, in accordance with the Criteria.

As part of reasonable assurance engagement in accordance with the Standards, we exercise professional judgment and maintain professional skepticism throughout the engagement.

8. Reasonable Assurance

A reasonable assurance engagement involves identifying and assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection

of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Information and related disclosures;
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information;
- Made inquiries of Company's Management, including Sustainability team, EHS team, compliance team, human resource team amongst others and those with the responsibility for preparation of the Report;
- Obtained an understanding and performed an evaluation of the design of the key systems, processes and controls for recording, processing and reporting on the Identified Sustainability Information at the corporate office and at other offices on a sample basis. This included evaluating the design of those controls relevant to the engagement and determining whether they have been implemented by performing procedures in addition to inquiry of the personnel responsible for the Identified Sustainability Information;
- Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing and extent of further procedures;
- Tested the Company's process for collating the sustainability information through agreeing or reconciling the Identified Sustainability Information with the underlying records on a sample basis; and
- Tested the consolidated working consisting of the offices under the reporting boundary on a sample basis for ensuring the completeness of data being reported.

APPENDIX I

Identified Sustainability Information subject to Reasonable Assurance

Sr. Reporting Standard Reference No	Indicator Details
BRSR - Section C: Principle [P] Wise Performance Disclosures- Essential Indicators [E]	
1	<p>P-1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.</p> <p>E-8: Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured).</p> <p>E-9: Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances and investments, with related parties.</p>
2	<p>P-3: Businesses should respect and promote the well-being of all employees, including those in their value chains.</p> <p>E-1c: Spending on measures towards well-being of employees and workers (including permanent and other than permanent).</p> <p>E-11: Details of safety related incidents:</p> <ul style="list-style-type: none"> • Loss Time Injury Frequency Rate (LTIFR)(per one million person hours worked)(employees and workers) • Total recordable work related injuries (LTI)(employees and workers) • Number of fatalities (employees and workers) • High consequence work-related injury or ill-health (excluding fatalities)(employees and workers)
3	<p>P-5: Businesses should respect and promote human rights.</p> <p>E-3b: Gross wages paid to females as % of total wages paid by the entity.</p> <p>E-7: Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:</p> <ul style="list-style-type: none"> • Total Complaints on Sexual Harassment (POSH) reported • Complaints on POSH as a % of female employees / workers • Complaints on POSH upheld
4	<p>P-6: Businesses should respect and make efforts to protect and restore the environment. (Refer Note 1)</p> <p>E-1: Details of total energy consumption (in Joules or multiples) and energy intensity.</p> <ul style="list-style-type: none"> • Total Energy consumed • Total energy consumed from renewable and nonrenewable sources (Total electricity consumption, total fuel consumption and Energy consumption through other sources). • Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) • Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total energy consumed / Revenue from operations adjusted for PPP)

Sr. Reporting Standard Reference No**Indicator Details**

E-3: Disclosures related to water withdrawal and consumption.

- Water withdrawal by source (in kiloliters)
- Total volume of water withdrawal (in kiloliters)
- Total volume of water consumption (in kiloliters)
- Water intensity per rupee of turnover (Total water consumed / Revenue from operations)
- Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Water consumption / Revenue from operations adjusted for PPP)

E-4: Details related to water discharged.

- Water Discharge by destination and level of treatment (in kiloliters)
- Total Water discharged (in Kilolitres)

E-7: Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity.

- Total Scope 1 emissions (Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available)
- Total Scope 2 emissions (Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available)
- Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)
- 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)

E-9: Details related to waste management by the entity.

- Total waste generated (in metric tons)
- Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)
- Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)
- For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)
- For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Sr. Reporting Standard Reference No	Indicator Details
5 P-8: Businesses should promote inclusive growth and equitable development.	<p>E-4: Percentage of input material (inputs to total inputs by value) sourced from suppliers.</p> <ul style="list-style-type: none"> • Directly sourced from MSMEs/small producers • Directly from within India <p>E-5: Job creation wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis), as % of total wage cost.</p>
6 P-9: Businesses should engage with and provide value to their consumers in a responsible manner.	<p>E-7: Information relating to data breaches.</p> <ul style="list-style-type: none"> • Number of instances of data breaches • Percentage of data breaches involving personally identifiable information of customers • Impact, if any, of the data breaches

Note:

1. Indicators under Principle 6 are reported for leased offices under operational control of the Company.

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN ZOMATO LIMITED'S BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

To the Board of Directors
of **ZOMATO LIMITED**

1. We have undertaken to perform limited assurance engagement, for **ZOMATO LIMITED** (the "Company") vide our engagement letter dated March 21, 2024 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information") in accordance with the Criteria stated in paragraph 3 below. This Sustainability Information is included in the Business Responsibility and Sustainability Report (the "BRSR" or the "Report") within the Annual Report of the Company for the year ended March 31, 2024. This engagement was conducted by our multidisciplinary team including assurance practitioners, environmental engineers and specialists.

2. Identified Sustainability Information

Our scope of limited assurance consists of the Sustainability Information (Environment, Social and Governance indicators) listed in the Appendix I to our report. The reporting boundary of the Report is as disclosed in Question 13 Section A: General Disclosure of the BRSR with exceptions disclosed by way of note under respective questions of the BRSR, where applicable.

Our limited assurance engagement was with respect to the year ended March 31, 2024 information and we have not performed any procedures with respect to earlier periods and, therefore, do not express any conclusion thereon.

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is listed below:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended;

- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023; and
- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 and clarifications thereto issued by SEBI.

4. Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information including the reporting boundary of the Report, disclosing environmental information basis operational control approach, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the Report and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

5. Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies.

6. Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India (the "ICAI") and the SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, and its

clarifications thereto and have the required competencies and experience to conduct this assurance engagement.

We apply Standard on Quality Control (“SQC”) 1, “Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements”, and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

7. Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information listed in Appendix I based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, “Assurance Engagements on Sustainability Information”, and Standard on Assurance Engagements (SAE) 3410 “Assurance Engagements on Greenhouse Gas Statements” (together the “Standards”), both issued by the Sustainability Reporting Standards Board (the “SRSB”) of the ICAI.

These Standards require that we plan and perform our engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

As part of limited assurance engagement, in accordance with the Standard, we exercise professional judgment and maintain professional skepticism throughout the engagement.

8. Limited Assurance

A limited assurance engagement involves assessing the suitability in the circumstances of the Company’s use of the Criteria as the basis for the preparation of the Identified Sustainability Information as listed in Appendix I, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as

necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents and evaluating the appropriateness of quantification methods and reporting policies and agreeing with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Information and related disclosures;
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information;
- Made inquiries of Company’s Management, including the sustainability team, EHS team compliance team, human resources team amongst others and those with the responsibility for preparation of the Report;
- Obtained an understanding of the key systems and processes for recording, processing and reporting on the Identified Sustainability Information at locations /offices on a sample basis
- Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing and extent of further procedures;
- Reviewed the Company’s process for collating the sustainability information through agreeing or reconciling the sustainability information with the underlying records on a sample basis; and

- Reviewed the consolidation working consisting of the offices under the reporting boundary on a sample basis for ensuring the completeness of data being reported.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the Criteria.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

9. Exclusions

Our assurance scope excludes the following and therefore we do not express a conclusion on:

- Aspects of the Reports and the data/information (qualitative or quantitative) other than the Identified Sustainability Information; and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

10. Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information listed in Appendix I and presented in the Report for year ended March 31, 2024 are not prepared, in all material respects, in accordance with the Criteria as stated in paragraph 3 above.

11. Restriction on use

Our Limited Assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our Limited Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

**For Deloitte Haskins & Sells LLP
Chartered Accountants
(Firm's Registration No. 117366W / W-100018)**

Sd/-
Pratiq Shah
Partner

Place: Mumbai **Membership No. 111850**
Date: August 01, 2024 **UDIN: 24111850BKJLKF1597**

APPENDIX I

Identified Sustainability Information subject to Limited assurance

Sr. Reporting Standard Reference No	Description of Indicator
BRSR	
Section A: General Disclosure	
1	Employees A-20 (a): Details of Employees and workers (including differently abled) as at the end of Financial Year A-20 (b): Details of Differently abled Employees and workers at the end of the financial year
2	Participation/Inclusion/Representation of women A-21: Participation/ Inclusion/ Representation of women in- Board of Directors and Key Management Personnel
3	Turnover rate for permanent employees and workers A-22: Turnover rate for permanent employees and workers
4	Transparency and Disclosures Compliances A-25: Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct
Section C: Principle [P] Wise Performance Disclosure Essential Indicators [E]	
5	Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable. E-1: Percentage coverage by training and awareness programmes on any of the Principles during the financial year for Board of Directors, KMPs, Employees other than BoDs and KMPs, Workers E-6: Details of complaints with regard to conflict of interest for Directors and KMPs
6	Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains. E-1 (a): Details of measures for the well-being of employees E-1 (b): Details of measures for the well-being of workers E-2: Details of retirement benefits, for Current FY E-5: Return to work and Retention rates of permanent employees and workers that took parental leave. E-7: Membership of employees and worker in association(s) or Unions recognised by the listed entity. E-9: Details of performance and career development reviews of employees and worker E-13: Number of Complaints on working conditions and Health & Safety made by employees and workers. E-14: Assessments for the year on working conditions and Health & Safety

Sr. Reporting Standard Reference No	Description of Indicator
7 Principle 5: Businesses should respect and promote human rights.	<p>E-1: Employees and workers who have been provided training on human rights issues and policy(ies) of the entity.</p> <p>E-2: Details of minimum wages paid to employees and workers.</p> <p>E-3 (a): Median remuneration / wages for Board of Directors (BOD), Key Managerial Personnel, Employees other than BOD and KMP, and Workers</p> <p>E-6: Number of Complaints made by employees and workers: on Sexual Harassment, Discrimination at workplace, Child Labour, Forced Labour/ Involuntary labour, Wages and Other human rights related issues</p> <p>E-10: Assessments of your plants and offices for the year on: Sexual Harassment, Discrimination at workplace, Child Labour, Forced Labour/ Involuntary labour, Wages and Other human rights related issues</p>
8 Principle 6: Businesses should respect and make efforts to protect and restore the environment.	<p>L-2: Details of total Scope 3 emissions and its intensity:</p> <ul style="list-style-type: none"> • Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) • Total Scope 3 emission intensity per rupee of turnover
9 Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner.	<p>E-3: Number of consumer complaints in respect of:</p> <p>Data Privacy, Advertising, Cyber security, Delivery of essential services, Restrictive Trade Practices, Unfair Trade Practices and Other</p>