

August 27, 2024

**BSE Limited**  
**Corporate Relations Department**  
Phiroze Jeejeeboy Towers  
Dalal Street, Fort,  
Mumbai- 400 001  
**Scrip Code: 543248**

**National Stock Exchange of India Limited**  
**Listing Department**  
Exchange Plaza, 5<sup>th</sup> Floor, Plot no. C/1,  
G Block, Bandra Kurla Complex, Bandra (E)  
Mumbai- 400 051  
**SYMBOL: RBA**

**Sub.: Business Responsibility and Sustainability Report of Restaurant Brands Asia Limited** (*'the Company'*)

**Ref.: Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015** (*'SEBI Listing Regulations'*)

Dear Sir/ Ma'am,

Pursuant to the SEBI Listing Regulations, please find enclosed herewith the Business Responsibility and Sustainability Report of the Company (*'BRSR'*) for the financial year 2023-24.

The same is also available on the website of the Company at [www.burgerking.in](http://www.burgerking.in).

We request you to take the same on your records.

Thanking You,  
**For Restaurant Brands Asia Limited**  
(Formerly Known as Burger King India Limited)

**Shweta Mayekar**  
**Company Secretary and Compliance Officer**  
(Membership No.: A23786)

**restaurant brands asia limited**

(Formerly known as Burger King India Limited)

# Business Responsibility and Sustainability Report

## Section A

### GENERAL DISCLOSURES

#### I. Details of the Listed Entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L55204MH2013FLC249986
2.	Name of the Listed Entity	Restaurant Brands Asia Limited
3.	Year of incorporation	2013
4.	Registered office address	Unit Nos.1003 to 1007, 10 <sup>th</sup> Floor, Mittal Commercial, Asan Pada Road, Chimatpada, Marol, Andheri (East), Mumbai - 400 059
5.	Corporate address	Unit Nos.1003 to 1007, 10 <sup>th</sup> Floor, Mittal Commercial, Asan Pada Road, Chimatpada, Marol, Andheri (East), Mumbai - 400 059
6.	E-mail	<a href="mailto:investor@burgerking.in">investor@burgerking.in</a>
7.	Telephone	+91 22 7193 3000
8.	Website	<a href="http://www.burgerking.in">www.burgerking.in</a>
9.	Financial year for which reporting is being done	April 1, 2023 - March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited BSE Limited
11.	Paid-up Capital	₹ 4,96,36,91,010/- (As on March 31, 2024)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Gaurav Ajjan, Head - Strategy and Investor Relations Telephone: +91 22 7193 3000 Email ID: <a href="mailto:gaurav.ajjan@rbrandsasia.com">gaurav.ajjan@rbrandsasia.com</a>
13.	Reporting Boundary	Standalone basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

#### II. Products and Services

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

Description of Main Activity	Description of Business Activity	% of Turnover of the entity
Accommodation and Food Service	Food and Beverages services provided by hotels, restaurants, caterers etc.	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. Food and beverage service activities	Division 56	98.46%

#### III. Operations

##### 18. Number of locations where plants and/or operations/offices of the entity are situated as at March 31, 2024:

Location	Number of Restaurants*	Number of offices	Total
National	455	5	460
International		N.A.	

\* Includes 5 sub-franchisee restaurants.

## 19. Market served by the entity

### a. Number of locations

Locations	Number
National (No. of States)	27
International (No. of Countries)	1

\*The subsidiary companies of the Company are located in Indonesia.

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

Nil

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

The Company is one of the fastest growing Quick Service Restaurant ('QSR') chain in India and serve customers of different age groups, lifestyles, genders, cultures and geographies.

## IV. Employees

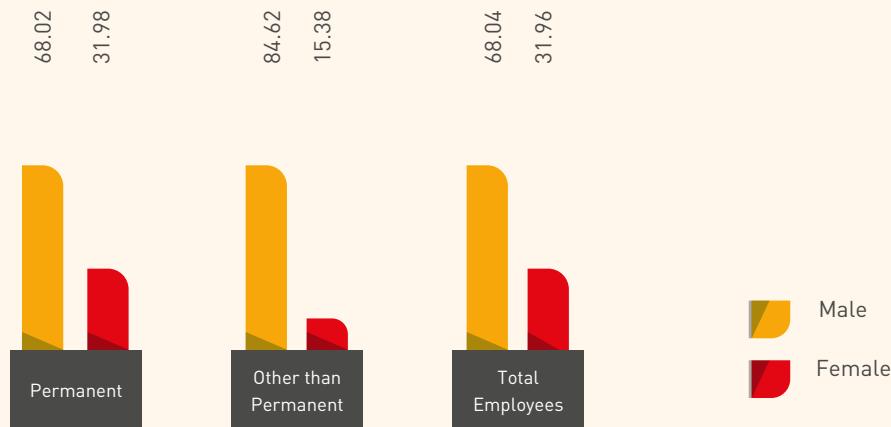
### 20. Details as at the end of Financial Year:

#### i. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	9,086	6,180	68.02%	2,906	31.98%
2.	Other than Permanent (E)	13	11	84.62%	2	15.38%
3.	<b>Total employees (D + E)</b>	<b>9,099</b>	<b>6,191</b>	<b>68.04%</b>	<b>2,908</b>	<b>31.96%</b>
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)			N.A.		
6.	<b>Total workers (F + G)</b>					

### Particulars of Employees

(in %)



#### ii. Differently abled Employees and workers:

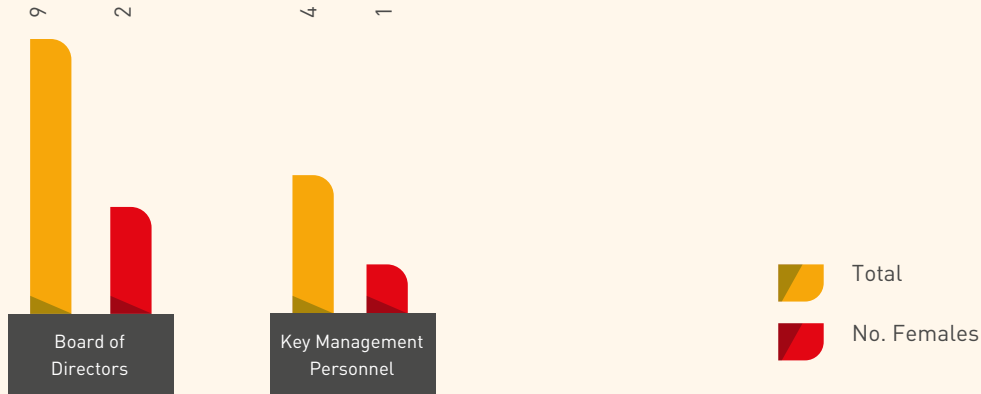
Sr. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	11	9	82%	2	18%
2.	Other than Permanent (E)	N.A.	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	<b>11</b>	<b>9</b>	<b>82%</b>	<b>2</b>	<b>18%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)			N.A.		
6.	<b>Total differently abled workers (F + G)</b>					

**21. Participation/Inclusion/Representation of Women:**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Managerial Personnel**	4	1	25.00%

\*Ms. Madhulika Rawat resigned as Company Secretary and Compliance Officer w.e.f. close of business hours on April 30, 2024.

\*\*Includes Mr. Rajeev Varman who is the Whole-time Director and Group Chief Executive Officer of the Company

**Participation/Inclusion/Representation of Women****22. Turnover rate for permanent employees and workers: (Disclose trends for the past 3 years)**

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	124.88	88.39	113.45	116.82	92.65	109.70	75.05	56.38	69.39

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

S. No.	Name of the Holding/ Subsidiary/ Associate companies/ Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	PT Sari Burger Indonesia	Subsidiary	88.80%	No
2.	PT Sari Chicken Indonesia	Step-down Subsidiary	-	No

**Note:**

1. PT Sari Chicken Indonesia is a wholly owned subsidiary of PT Sari Burger Indonesia, subsidiary of the Company.

**VI. CSR Details****24.**

1.	Whether CSR is applicable as per section 135 of Companies Act, 2013	No
2.	Turnover (in ₹)	17,600.72 million
3.	Net worth (in ₹)	18,495.53 million

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24		Remarks	FY 2022-23		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities Investors (other than shareholders) Shareholders Employees and workers Customers Value Chain Partners	Yes, the Company has a grievance redressal mechanism in place for all of its stakeholders. The processes are set internally and communicated to the stakeholders.						There have been no complaints or grievances under any of the principles of NGRBC.

### 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 issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Food Safety	Risk	Safety issues arising from contamination of food in our dine-in restaurants or in food delivered for at home consumption can lead to severe reputational risk for the organization.	We have standard operating procedures in place which are in compliance with all local regulations. In addition we undertake vendor audits by third party auditors, product testing in labs, physical and sensory checks, Distribution Centre Audits, Temperature Monitoring amongst several other measures to ensure food quality and hygiene.	Negative
2.	Waste Management	Opportunity	Food and packaging wastage pose disposal and potentially severe pollution problems. The Company collects plastic waste in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Board. The Company has also completed the EPR targets with the help of third party recycler for the reporting period. Waste oil generated at the restaurants is disposed through designated vendors for production of bio-diesel and other approved by-products.	-	Positive

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Cyber Security	Risk	Hacking of websites, Social media accounts, Phishing Attacks, Drive by Downloads, Insider Threats, Ransomware, Insecure Internet Connectivity, Unencrypted File sharing.	The Company doesn't store customer's financial information like complete card number, CVV number, card expiry date etc. The Company also ensures "Data Security" by restricting its access. Proper Anti-virus systems are installed to protect Company's system from threats like hacking, phishing, ransomware, etc. The Company ensures a remote back up of all files to secure itself from the loss of essential files and the robustness of the system are checked periodically. An internal file transfer system for transferring large files is installed to prevent leakage of any confidential documents.	Negative
4.	Climate Change	Risk	Climate Change can have adverse impact on the supply chain and quality of vegetables used in the Company's products and absence of a correct strategy or its right implementation will severely affect the business continuity.	Continuous scenario analysis of climate change shall ensure the long-term sustainability of our business and in meeting the requirement of all our stakeholders.	Negative
5.	Supply Chain	Risk	Lack of sustainable sourcing	The mitigation measures includes: Use of Roundtable on Sustainable Palm Oil ('RSPO') certified palm oil for all its products. The sustainable sourcing by the Company is ~19.3% which includes RSPO used directly / indirectly by the Company in India.	Negative
6.	Diversity & Inclusion	Opportunity	The Company can only succeed when all individuals, regardless of their background or circumstances, have the opportunity to contribute to and benefit from growth. The Company workforce comprises ~32% women employees. The Company actively encourages, nurtures and fosters women in leadership roles in the organisation. The Company is participating in initiatives such as the Taare Hamare initiative, which includes hiring specially abled members of the community (persons with hearing and speech disability) to work for the Company and providing them with training and equal opportunity to develop and improve themselves. As part of the Company's ongoing efforts to promote diversity and inclusion, the Company also offered a specialized training program – Queens@BKC specifically designed to identify, develop and empower young women at Company's outlets, preparing them for their career growth and advancement.	-	Positive

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Employee Well-being	Risk	The performance of the employees facing challenges in their personal or work life may be impacted.	<p>The Company has launched a Mental Wellbeing Program, which will provide access to confidential advice and counselling on a variety of issues for all the employees at no cost. This program is managed by Trijog, an organization with a network of trained professionals dedicated to Mental Health and Wellbeing.</p> <p>This program has been created to provide all members within the Company with immediate support when facing with challenges in their personal or work life.</p>	Positive
8.	Employee Health & Safety	Risk	Company's ability to create and maintain a safe and healthy workplace that is free of injuries, fatalities and illness (both acute and chronic).	The Company provides training on health and safety measures to its employees based on their respective roles. For the safety of the employees first-aid boxes are kept in the Company's offices and its restaurants.	Positive
9.	Human Capital Development	Opportunity	<p>Quick service restaurants are people-intensive operations and require a highly motivated workforce.</p> <p>Leveraging internal talent by revitalizing the internal job posting process (GROW), actively promoting opportunities within the Company.</p> <p>Development of middle management members by providing comprehensive training - 'Impact' on essential leadership skills.</p> <p>Establish the employee recognition program, I Shine to recognize and reward excellent performance and incentive schemes to motivate and appreciate employees' contributions.</p>	-	Positive
10.	Regulatory Compliance	Risk	The multiplicity of laws, regulations, and local statutes across the globe makes adherence to each compliance a challenge for any food company.	<p>The Company has an in-house compliance team to manage the compliances;</p> <p>The Company has implemented a legal/ regulatory compliance management tool which helps the Company to check and track the status of compliances and to ensure that the Company adheres to legal/ regulatory compliances applicable to the Company.</p>	Negative
11.	Governance	Opportunity	Good Corporate Governance is crucial in enhancing stakeholders' value. Our company has sound management practices and compliance with the laws coupled with adherence to the highest standards of transparency and business ethics.	-	Positive

## Section B

### MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Ethics and transparency	Product responsibility	Human resources	Responsiveness to stakeholders	Human Rights	Protect & restore environment	Public policy advocacy	Inclusive Growth	Customer engagement
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	The Policy is available on the website of the Company at <a href="http://www.burgerking.in">www.burgerking.in</a> under the head "Corporate Governance" - Policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	<p>The Company strives to influence its value chain partners to participate in responsible and sustainable business conduct depending upon their means and resources.</p> <p>The Company engages with all its value chain partners and communicates its business responsibility policies from time to time through meets, trainings, website etc. Some of the key principles of business responsibility that the Company stands for are even included, to the extent possible in the agreements signed with them.</p> <p>Also, most of the vendors of the Company are certified with ISO 22000 or BRC and the Company ensures validation of quality systems at vendor plans audited by external international auditor.</p>								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All policies have been developed based on industry practices, as per the regulatory requirements and through appropriate consultation with relevant stakeholders.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>a) Aim to reduce electricity consumption in the Company restaurants;</p> <p>b) Increase the coverage of employees for: skill development training, and health &amp; safety training;</p> <p>c) Aim to reduce plastic footprint in Company restaurants;</p> <p>d) Business Ethics and Integrity and Code of Conduct: Continuous training of employees for POSH, Code of Conduct, Whistle-blower; and</p> <p>e) Maintain robust compliance and integrity practices.</p>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>During the year, the Company has:</p> <p>a) Ongoing trials for monitoring electricity unit consumption by different equipments to identify opportunities to optimize electricity unit consumption;</p> <p>b) All restaurant employees have access to online learning management systems for skill development training and health &amp; safety training;</p> <p>c) Switched to reusable crockery and glassware across several restaurants;</p> <p>d) Business Ethics and Integrity and Code of Conduct: Annual Mandatory training for all employees was introduced by the Company for POSH, Code of Conduct, Whistle-blower and Prohibition of Insider Trading on Company's shares; and</p> <p>e) Company-wide roll-out of Compliance Manager Tool.</p>								



**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)	<p>Sustainability remains an important aspect in our business. This starts with serving high-quality and great tasting food. All our ingredients are sustainably sourced with complete farm traceability, including 100% antibiotic-residue-free chicken.</p> <p>In our commitment to the planet, we have optimally designed restaurants to consume low electricity and gas, ensuring low carbon footprint. We have introduced reusable glasses in Dine-In as well as Delivery to phase out single use plastic application in our restaurants and reduce overall usage of paper. This year, we successfully met our Extended Producer Responsibility (EPR) targets with the help of a third-party recycler.</p> <p>We care about people, both internally and externally. We promote girl education through the Company's in-restaurant collection programme for Room to Read. On the employee front, we have implemented multiple practices, towards enhancing satisfaction and engagement levels, lowering attrition and supporting their growth and development. The organisation scores high on diversity and inclusivity and hires specially-abled individuals in India. Our workforce comprises ~32% women employees in India. This year, we have also focused on improving mental wellness and learning &amp; development of employees.</p>
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Rajeev Varman (DIN: 03576356), Whole-time Director & Group Chief Executive Officer
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Whole-time Director & Group Chief Executive Officer is responsible for decisions on all sustainability related issues.

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was under taken by Director									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances with statutory requirements of relevance to the principles, and, rectification of any	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually	Annually

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.**

P1	P2	P3	P4	P5	P6	P7	P8	P9
No	No	No	No	No	No	No	No	No

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
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)									

## Section C

### PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

#### PRINCIPLE 1

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**

#### Essential Indicator

##### 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	7 (9 hours)	Various familiarisation programmes comprising of matters relating to Business Strategy, Key Regulatory & Business Matters and Updates	100%
Key Managerial Personnel	4	Prevention of Sexual Harassment ('POSH') Certification and Foreign Corrupt Practices Act, 1977 ('FCPA') Certification, Whistle Blower and Prohibition of Insider Trading	100%
Employees other than Board of Directors and Key Managerial Personnel	70	POSH Certification, ZingHR application, Incentive Parameter, HR Policies and Procedures, Wings- SM behavioural Training, Eklavya- RGM and SH behavioural training, Medical processes/ ESIC processes, COC, BK Basics	56%
Workers			N.A.

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Principle 1	Assistant Commissioner of GST and C. Ex., Guindy Division, Chennai, Tamil Nadu	4,53,926	Short payment of GST liability and excess availment & non-reversal of ITC	Yes
Settlement			Nil		
Compounding fee			Nil		

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment Punishment			Nil	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Order passed under Section 73 of the Central Goods and Service Tax Act, 2017 and Tamil Nadu Goods and Service Tax Act, 2017 for short payment of GST liability and excess availment & non-reversal of ITC	Assistant Commissioner of GST and C. Ex., Guindy Division, Chennai, Tamil Nadu

**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, the Company has an internally available policy on anti-corruption. The Company provides training to all its employees on Anti-Corruption practices on an annual basis.

**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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	N.A.	N.A.

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A.	Nil	N.A.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	N.A.	Nil	N.A.

**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

**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	42.79	47.03

**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	Nil	Nil
	b) Number of trading houses where purchases are made from	Nil	Nil
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a) Sales to dealers/ distributors as % of total sales	Nil	Nil

Parameter	Metrics	FY 2023-24	FY 2022-23
	b) Number of dealers / distributors to whom sales are made from	Nil	Nil
	c) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs in	a) Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b) Sales (Sales to related parties/ Total Sales )	Nil	Nil
	c) Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d) Investments (Investments in related parties / Total Investments made)	Nil	100%

## Leadership Indicator

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

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

### 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, the Company has a Code of Conduct for Board of Directors which provides clear guidelines for avoiding and disclosing any potential conflicts of interest with the Company.

## PRINCIPLE 2

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

## Essential Indicator

### 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	Nil	Nil	N.A.
Capex	Nil	Nil	N.A.

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

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

a. The Company encourages sustainable sourcing and strive towards constantly increasing the value of purchase from sustainable sources, which includes the following initiatives:

- i. The Company and its suppliers use only Roundtable on Sustainable Palm Oil ('RSPO') certified palm oil for all its products;
- ii. Reusable glasses are used for serving beverages to the dine-in customers for ~66% of restaurants.

b. The sustainable sourcing by the Company is ~19.3%.

**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.**

**Plastic waste:** It is either recycled through Extended Producer Responsibility ('EPR') Program or safely disposed off at the restaurant of the Company.

**E-waste:**

The Company follows below parameters for IT Asset E-Waste:

1. Recycling
2. Remarketing - Maximize return on investment for IT assets & minimize total cost of ownership
3. Secure Destruction - Ensure complete data security through a secure chain of custody
4. Asset Dispose Services - Asset schedules are monitored and assets that are at the end of life are itemized, wiped of all data, and disposed to the ITAD.

**How it works:**

1. Contact a Secure/Authenticated/Registered ITAD expert
2. Discover your ITAD project & requirements
3. Consultative project creation
4. Perform required services
5. Receive a certificate of destruction & recycling

**Strategy adopted by the Company to reduce usage of hazardous and toxic chemicals in relation to E-waste**

1. Elimination/Substitution: Removal of batteries from equipments, toolkit for employees to work
2. Engineering Controls: Change process to minimize direct contacts with hazardous chemicals, general dilution ventilation
3. Administrative & Work Practice Controls: Establish efficient processes or procedures
4. Personal Protective Equipment: Use chemical protective clothing, Wear respiratory protection, Use gloves, Wear Eye Protection

**Other waste (Oil waste):**

Waste oil generated at the stores is disposed through designated vendors for production of bio-diesel and other approved by-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.**

The EPR program is applicable to the Company. The Company has the waste collection plan in line with the Extended Producer Responsibility Plan submitted to the Pollution Control Boards. The Company has successfully completed EPR target for FY 2023-2024.

## Leadership Indicator

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Not Applicable

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable

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

Not Applicable

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format.

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	N.A.	124	702	N.A.	13.7 (through EPR - takeback)	101.7 (Municipal waste disposal)

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not Applicable

## PRINCIPLE 3

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

## Essential Indicator

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
<b>Permanent employees</b>											
Male	6,180	6,180	100%	6,180	100%	N.A.	N.A.	6,180	100%	97	1.57%
Female	2,906	2,906	100%	2,906	100%	2,906	100	N.A.	N.A.	36	1.24%
<b>Total</b>	<b>9,086</b>	<b>9,086</b>	<b>100%</b>	<b>9,086</b>	<b>100%</b>	<b>2,906</b>	<b>32%</b>	<b>6,180</b>	<b>68%</b>	<b>133</b>	<b>1.46%</b>
<b>Other than Permanent employees</b>											
Male											
Female											
<b>Total</b>											

**Note:** Includes employees covered under the ESIC Act.

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

Not Applicable

1. 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	0.13%	0.11%

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

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	N.A.	Y	100	N.A.	Y
Gratuity	100	N.A.	Y	100	N.A.	Y
ESI*	100	N.A.	Y	100	N.A.	Y
Others – please Specify	-	-	-	-	-	-

\*The Company has provided ESI benefits to all the employees who are eligible for the same as per the Statutory requirement.

3. **Accessibility of workplaces**

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

Yes. The offices of the Company are accessible to all its employees including differently abled employees.

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

Yes. The Company has adopted Equal employment opportunity policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016. The policy can be accessed at <https://www.burgerking.in/category/Corporate%20Governance>.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	63%		
Female	100%	62%	N.A.	
<b>Total</b>	<b>100%</b>	<b>63%</b>		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	N.A.
Other than Permanent Workers	
Permanent Employees	The Company has its Code of Conduct, Whistle Blower Policy, Prevention of Sexual Harassment Policy wherein there are grievance mechanisms for the employees to report or raise their concerns to the respective Committees formed by the Company and the process of grievance redressal is mentioned.
Other than Permanent Employees	The Company also has a designated email ID and phone number for resolution of employee grievances which are posted in the Company premises and restaurants of the Company.

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

The employees of the Company are not part of any employee association.

**8. Details of training given to employees and workers:**

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	6,180	339	5%	3,319	54%	6,065	4,205	69%	2,498	41%
Female	2,906	110	4%	1,304	45%	2,647	1,640	62%	875	33%
<b>Total</b>	<b>9,086</b>	<b>449</b>	<b>5%</b>	<b>4,623</b>	<b>51%</b>	<b>8,712</b>	<b>5,845</b>	<b>67%</b>	<b>3,373</b>	<b>39%</b>
<b>Workers</b>										
Male	N.A.									
Female										
<b>Total</b>										

**9. Details of performance and career development reviews of employees and worker:**

As per the Company Policy, performance appraisal is conducted each year for all the eligible employees of the Company.

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	6,180	1,558	25%	6,065	1,760	29%
Female	2,906	360	12%	2,647	750	28%
<b>Total</b>	<b>9,086</b>	<b>1,918</b>	<b>21%</b>	<b>8,712</b>	<b>2,510</b>	<b>29%</b>
<b>Workers</b>						
Male	N.A.					
Female						
<b>Total</b>						

**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 such system?**

The Company has a health and safety management system in place. The Company is committed to conducting its operations in a responsible manner to protect the employees, the environment, and the community at large.

The Company not only takes care of physical well-being of the employees but also mental well-being of employees. The Company has launched various programmes for its employees in association with well-being experts.

Considering the Company is in the sector of QSR, health and safety trainings are being conducted at restaurant level on a periodic basis.

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

The Company has in place systematic risk management process to identify and control all the hazards in its restaurants and offices. The Company's risk management process is applied through five steps (Identification, Assessment, Prioritization, Mitigation, Monitoring and Reporting) and is the key driver for controlling the risk of EHS in business.

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

Not Applicable

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

Yes, employees of the Company have access to non-occupational medical and healthcare services.



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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
		(Current Financial Year)	(Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	84.1	39.73
Total recordable work-related injuries	Employees	-	6
No. of fatalities <sup>[2]</sup>	Employees	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-

**Note:**

1. There are no employees under the category of workers in the Company.
2. Excluding fatalities caused while commuting to/from workplace.

**12. Describe the measures taken by the entity to ensure a safe and healthy work place:**

Please refer point 10(a).

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

Benefits	FY 2023-24			FY 2022-23		
	(Current Financial Year)			(Previous Financial Year)		
	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	-	-	N.A.	-	-	N.A.
Health & Safety	-	-	N.A.	-	-	N.A.

**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	The Company strives to keep the workplace environment safe, hygienic and humane, upholding the dignity of the employees. The Company Offices and its restaurants are internally assessed periodically through internal audits for various aspects of health and safety measures and related working conditions.
Working Conditions	

**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.**

No corrective actions pertaining to above mentioned parameters was necessitated by the Company during the year under review.

**Leadership Indicator**

**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 Restuarant Support Center Employees , Workers – Not Applicable

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

As a part of vendor registration procedures implemented by the Company, all value chain partners are mandated to furnish valid registration certificates obtained under various statutes. The Company has an established process within the finance function which diligently verifies that relevant statutory dues are deducted and deposited with the government by these partners in accordance with the prevailing laws and regulations. In case of taxes deducted/ collected by the customers, regular submission of evidences for deductions/ collections of taxes is mandated. This is then subsequently verified by the taxation team through Form 26AS which is statement that provides details of any amount deducted as TDS or TCS from various sources. It also reflects details of advance tax/self-assessment tax paid, and high-value transactions entered into by the Company.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

	Total no. of affected employees / workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	-	-	-	-
Workers			N.A.	

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety practices	The Company has not carried out assessment of value chain partners on these parameters.
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

Not Applicable

## PRINCIPLE 4

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

### Essential Indicator

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

The Company has identified the following as its stakeholders' basis their engagement and interaction with the entity.

- Employees;
- Shareholders & Investors;
- Customers;
- Suppliers / Vendors;
- Government Agencies; and
- Regulatory Authorities

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

Sr. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized 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
1.	Employees	No	Multiple Channels including: <ul style="list-style-type: none"> <li>Email communications;</li> <li>Physical/ virtual meetings;</li> <li>Town hall;</li> <li>Intranet etc.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Communication w.r.t. changes in internal policies, well-being initiatives; employee engagement etc.;</li> <li>Information about internal merit-based job opportunities for professional development and growth, business outlook and business performance; and</li> <li>To create growing, secure and engaging workplace environment, ask for constructive feedback also to improve employee well-being and build effective teamwork.</li> </ul>
2.	Shareholders & Investors	No	Multiple channels - Quarterly Results, Investor presentations on Business Performance of the Company, and communications through Stock exchanges, participation in investor conferences, General Meetings, Annual Report, Company website, Designated E-mail	As and when required	<ul style="list-style-type: none"> <li>Inform the shareholders/investors on the growth/ performance of the Company on quarterly basis, material events of the Company; and</li> <li>Seek feedback from the Shareholders/ Investors through participation in General Meeting.</li> </ul>
3.	Customers	No	Multiple channels - physical and digital including website of the Company, Social Media Platforms, Product Campaigns etc.	Ongoing	<ul style="list-style-type: none"> <li>To ensure stronger customer relationships.</li> <li>To enhance business operations of the Company;</li> <li>To stay in touch with customers to take their feedback; and</li> <li>To address any issues that the customers may face.</li> </ul>
4.	Suppliers / Vendors	No	Email, conference calls, virtual meetings	As and when required	<ul style="list-style-type: none"> <li>To understand the new market practices; and</li> <li>To understand and resolve the issues in supply chain.</li> </ul>
5.	Government Agencies and Regulatory Authorities	No	Multiple channels including physical and digital	Need based	<ul style="list-style-type: none"> <li>Policy and Regulatory Matters, obtaining required licenses and other regulatory approvals; and</li> <li>For good governance and compliance. Discussions with regards to various regulations and amendments, inspections, and approvals.</li> </ul>

## PRINCIPLE 5

Businesses should respect and promote human rights

### Essential Indicator

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 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	9,086	9,086	99.86%	8,712	6,065	70%
Other than permanent	13	-	-	-	-	-
<b>Total Employees</b>	<b>9,099</b>	<b>9,086</b>	<b>99.86%</b>	<b>8,712</b>	<b>6,065</b>	<b>70%</b>
<b>Workers</b>						
Permanent	N.A.					
Other than permanent						
<b>Total Workers</b>						

**Note:** There are no employees under the category of workers in the Company.

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

	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	6,180	Nil	N.A.	6,180	100%	6,065	Nil	N.A.	6,065	100%
Female	2,906	Nil	N.A.	2,906	100%	2,647	Nil	N.A.	2,647	100%
<b>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
<b>Permanent</b>	N.A.									
Male										
Female										
<b>Other than Permanent</b>										
Male										
Female										

**Note:** There are no employees under the category of workers in the Company.

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

a. Median remuneration/ wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors	3	15,10,000	1	18,30,000
Key Managerial Personnel (Including Executive Director)	3	22,15,752	1	5,14,371
Employees other than BoD and KMP	6,177	17,726	2905	17,443
Workers	N.A.			

**Note:**

- There is 1 Executive Director, who is also a Key Managerial Personnel, and the same is not included under the head of Board of Directors.
- Remuneration of Executive Director excludes amount in respect of gratuity, leave entitlement and perquisite value of employee stock options exercised by him during the financial year.

**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 female as % of total wages	26.45%	25.30%

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

Yes

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

All grievances are addressed as and when received by the Group Chief People Officer of the Company. All the grievances received are duly investigated and appropriate actions are taken to resolve the issue/complaint. Whenever required, disciplinary actions are initiated as deemed fit.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	6	0	-	14	0	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

Safety Incident/Number	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	6	14
Complaints on POSH as a % of female employees / workers	0.21%	0.53%
Complaints on POSH upheld	4	10

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

The Company has a Policy on Prevention of Sexual Harassment ('POSH') and Internal Complaint Committee ('ICC') to which the complaints on sexual harassment are filed.

The management safeguards the complainant and witnesses from any form of retaliatory measures. Strict disciplinary actions are recommended by the ICC if it is established that the complainant or the witnesses were subject to retaliation in any form.

Subject to applicable laws, procedures and requirements, the contents of the complaint, the identity and addresses of the victim, complainant, the respondent and the witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the ICC and the action taken by the management are not published, communicated or made known to the public, press and media in any manner.

However, information may be disseminated regarding the justice secured to any victim of sexual harassment without disclosing the name, address, identity or any other particulars calculated to lead to the identification of the victim and witnesses. Any person who breaches confidentiality shall be liable for penalty as per applicable laws.

The Company has Equal Employment Opportunity for Differently Abled Constituents ("Equal Opportunity Policy") to ensure that the work environment is free from any discrimination against persons with disabilities. Being an equal opportunity employer, the Company protects the rights of its employees with disabilities, on an equal basis with others and provides just and favourable conditions of work, including safety and health, protection from harassment, and the redressal of grievances. The liaison officer appointed by the Company as per the Equal Opportunity Policy is responsible for ensuring adherence to this Equal Opportunity Policy and the applicable laws and redressal of grievance in a fair manner.

The Company has the Equal Opportunity and Protection Against Discrimination of Transgender Persons Policy to providing equal opportunities in employment and creating an inclusive Workplace and work culture in which all employees are treated with respect and dignity. The Company has appointed a member from the Human Resources Team, as Complaint Officer who will be responsible for providing the requisite support needed to realise the goals of an inclusive workplace and address the grievances/ compliant/concerns of all transgender persons. All employees are encouraged to report any incidents of violation of this policy in writing to the Complaint Officer.

#### 9. Do human rights requirements form part of your business agreements and contracts?

The principles of Human Rights are ensured through policies on Code of Conduct and Employee policies protecting the rights and interest of the employees. Some of the key principles of business responsibility that the Company stands for are even included, to the extent possible, in the agreement signed with suppliers /vendors / service providers etc.

#### 10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	None
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

### Leadership Indicator

#### 1. Details of business process being modified / introduced as a result of addressing human rights grievances/ complaints

There were no human rights grievances/ complaints received during FY 2023-24.

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

The Company has not conducted any Human rights due diligence during FY 2023-24.

#### 3. Is the premise/ office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

#### 4. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	The Company has not carried out assessment of value chain partners on these parameters.
Forced Labour/ Involuntary Labour	
Wages	
Others - please specify	

#### 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above

Not Applicable

## PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

### Essential Indicator

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	-	-
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)		-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>		-	-
<b>From non-renewable sources</b>			
Total electricity consumption (D)	GJ	3,01,107.70	2,23,365.37
Total fuel consumption (E)	GJ	-	-
Energy consumption through other sources (F)	GJ	2,28,239.30	19,696.44
<b>Total energy consumed from non-renewable sources (D+E+F)</b>		<b>5,29,347.00</b>	<b>2,43,061.81</b>
<b>Total energy consumed (A+B+C+D+E+F)*</b>		<b>5,29,347.00</b>	<b>2,43,061.81</b>
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from Operations)	GJ/₹	0.000030	0.000017
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)		0.0000013	-
Energy intensity in terms of physical output		-	-
Energy intensity (optional) - the relevant metric may be selected by the entity	Total Energy Consumed (GJ)/ Average No. of Stores	1,302.10	732.11

\*The Company has revised its methodology this year.  
 No independent assurance has been done for data verification.

#### 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:

The entity does not have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Safety Incident/Number	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third Party Water	5,87,292	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) Total volume of water consumption (in kilolitres)</b>	<b>5,87,292</b>	-
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00003	-
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000014	-
Water intensity in terms of physical output	-	-
<b>Water intensity (optional) - the Relevant metric maybe selected by the entity (per store)</b>	<b>1,444.60</b>	-

#### 4. Provide the following details related to water discharged

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(i) To Surface water	-	-
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	-	-
- No treatment		
- With treatment – please specify level of treatment		
(iii) To seawater	-	-
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	-	-
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	-	-
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

**Note:** No independent assurance has been carried out by an external agency.

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

No

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

The Company is currently not tracking the details of air emissions (other than GHG emissions).

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	15,633.00	11,269.81
<b>Total Scope 2 emissions*</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	59,887.00	-
<b>Total Scope 1 and Scope 2 emission intensity per rupee of Turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent/ ₹	0.000004	0.000004
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for purchasing power parity</b> (Total Scope 1 and Scope 2 GHG emissions / revenue from operations adjusted for PPP)		0.0000002	-
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>			
<b>Total Scope 1 and Scope 2 emission intensity (Optional) (per store)</b>	Metric tonnes of CO <sub>2</sub> equivalent	185.76	178.54

\*The Company has revised its methodology this year.

No independent assurance has been done for data verification.

#### 8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details:

No, the Company does not have any project related to Green House Gas emission.



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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	124*	115.45
E-waste (B)	0.1715	As mentioned in the last year's report, the Company has set up the process in the financial year 2023-24 onwards.
Bio-medical waste (C)	-	
Construction and demolition waste (D)	-	
Battery waste (E)	-	
Radioactive waste (F)	-	
Other Hazardous waste. Please specify, if any. (G)	-	
Other Non-hazardous waste generated (H). (Food waste)	482.98	
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>607.15</b>	
<b>Waste intensity per rupee of turnover</b> (Total waste generated/ Revenue from operations)	0.000000035	-
<b>Waste intensity per rupee of turnover adjusted for purchasing power parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	0.000000015	-
<b>Waste intensity in terms of physical output</b>	-	-
<b>Waste intensity (Optional) (per store)</b>	1.49	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	124.17	13.74
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>124.17</b>	<b>13.74</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	482.98	101.71
<b>Total</b>	<b>482.98</b>	<b>101.71</b>

\* methodology for calculating of plastic waste has been changed for FY 2023-24.

No independent assurance has been done for data verification.

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

**Plastic Packaging:** It is either recycled through Extended Producer Responsibility ('EPR') Program or safely disposed off at the restaurants of the Company.

**Oil:** Waste oil generated at the stores is disposed through designated vendors for production of bio-diesel and other approved by-products.

**E-waste:**

The Company follows below parameters for IT Asset E-Waste:

1. Recycling
2. Remarketing - Maximize return on investment for IT assets & minimize total cost of ownership.

3. Secure Destruction - Ensure complete data security through a secure chain of custody.
4. Asset Dispose Services - Asset schedules are monitored and assets that are at the end of life are itemized, wiped of all data, and disposed to the ITAD.

**How it works:**

1. Contact a Secure/Authenticated/Registered ITAD expert
2. Discover your ITAD project & requirements
3. Consultative project creation
4. Perform required services
5. Receive a certificate of destruction & recycling

**Strategy adopted by the Company to reduce usage of hazardous and toxic chemicals in relation to E-waste**

1. Elimination/Substitution: Removal of batteries from equipments, toolkit for employees to work
2. Engineering Controls: Change process to minimize direct contacts with hazardous chemicals, general dilution ventilation
3. Administrative & Work Practice Controls: Establish efficient processes or procedures
4. Personal Protective Equipment: Use chemical protective clothing, Wear respiratory protection, Use gloves, Wear Eye Protection

- 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:**

Not Applicable

- 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:**

The Company is compliant with the applicable environmental law/ regulations/ guidelines in India.

## Leadership Indicator

**1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of Operations (iii) Water withdrawal, consumption and discharge in the following format:

The Company is not measuring the water withdrawal, consumption and discharge in areas of water stress.

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

The Company is not measuring the Scope 3 emissions.

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

Not Applicable

**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 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.	Usage of Effluent Treatment Plants (ETPs)	Pre-installation of ETPs at some of our restaurants in order to treat waste water.	Installation of ETPs in our restaurants helps in treating wastewater to meet regulatory standards before it is discharged into the environment.
2.	Transition from Fixed Speed AC to Invertor AC	The Company has transitioned from usage of Fixed Speed AC to Invertor AC for new restaurants.	Lower energy consumption which ultimately results in lower carbon footprints.
3.	Alternative fuel options instead of Liquefied Petroleum Gas (LPG)	For some of the restaurants, the Company has transitioned to usage of Piped Natural Gas/ electric inductions instead of LPG.	Reduction in carbon footprints.

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

Refer “Risks and Mitigation” section of the Management Discussion & Analysis Report.

**6. Disclose any significant adverse impact to the environment arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard**

Nil

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

The Company has not assessed the value chain partners for environmental impacts.

## PRINCIPLE 7

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

### Essential Indicator

1. a. **Number of affiliations with trade and industry chambers/ associations :** 2
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:**

The Company is affiliated with two (2) trade and industry chambers/ associations and they are given below:

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Retail Association of India	National
2	National Restaurant Association of India	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.**

No orders from regulatory authorities have been received on issues related to anti-competitive conduct by the Company.

## PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

### Essential Indicator

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

SIA was not applicable for the reporting year.

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

Not Applicable

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

The grievances as and when received by the Company are timely addressed and resolved by the Company. The Company also has in a place Vigil mechanism and Whistle blower policy for all its stakeholders.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	2%	15%
Directly from within India	100%	13%

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	13.51%	11.20%
Semi - Urban	1.00%	1.06%
Urban	19.30%	17.93%
Metropolitan	66.19%	69.81%

## PRINCIPLE 9

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

### Essential Indicator

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

Customer response and customer satisfaction are one of the most important factors for the Company. The Company engages with its customers at various platforms to understand their expectations. The Company has a robust mechanism to receive feedback from customers that visits the restaurants for Dine in. In addition, the Company regularly seeks customer feedback regarding the products on aggregators platform for the Company to understand the customer feedback and constantly identify areas of improvement. The Company evaluates the quantitative feedback to see the health of customer satisfaction and qualitative feedback to enable the Company to evaluate and identify areas of improvement to provide enhanced level of food and service experience. The Company regularly undertakes brand and product related research to understand customer feedback of products, brand health and recall / awareness of the brand and products in the minds of the consumers.

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

As a percentage to total turnover	
Environmental and social parameters relevant to the product	All our products carry information on nutrition, calories and allergen.
Safe and responsible usage	
Recycling and/or safe disposal	

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

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	N.A.	-	-	N.A.
Advertising	-	-	N.A.	-	-	N.A.
Cyber-security	-	-	N.A.	-	-	N.A.
Delivery of essential services	-	-	N.A.	-	-	N.A.
Restrictive Trade Practices	-	-	N.A.	-	-	N.A.
Unfair Trade Practices	-	-	N.A.	-	-	N.A.
Other	58,450	Nil	-	45,805	Nil	-

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		N.A.

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

Yes. The Company has an internally available policy on cyber security. The Company also has Privacy Policy available on the website of the Company at <https://www.burgerking.in/privacy-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 safety of products / services.

There were no consumer complaints on issues relating to advertising, delivery of essential services, cyber security and data privacy of customers.

**7. Provide the following information relating to data breaches:**

- a. **Number of instances of data breaches-** Nil
- b. **Percentage of data breaches involving personally identifiable information of customers -** Nil
- c. **Impact, if any, of the data breaches -** N.A.

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

The information on product offerings by the Company is available on the following:

- (a) Website of the Company: <https://www.burgerking.in/>; and
- (b) BK App of the Company

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

The Company informs and educates consumers about safe and responsible usage of products via its website, app, digital menu board and other disclaimers/ disclosures mentioned on packaging.

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

Not Applicable

**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)**

The Company does not display product information on the product over and above what is mandated as per the local laws.