

Corporate Office: Plot No.18, Sector-35, Gurugram - 122004, Haryana (India) • Tel.: +91-124-4566300, 4786000
E-mail: devyani@dil-rjcorp.com • Website: www.dil-rjcorp.com;
CIN: L15135DL1991PLC046758

June 12, 2024

To,

National Stock Exchange of India Ltd. Exchange Plaza, Block G, C/1, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051 Email: cmlist@nse.co.in Symbol: DEVYANI	BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Email: corp.relations@bseindia.com Security Code: 543330
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Subject: Notice of 33rd Annual General Meeting and Annual Report of the Company for the Financial Year ended March 31, 2024

Dear Sir/Madam,

In continuation to our letter dated May 14, 2024 and pursuant to the Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the following:

1. Annual Report of the Company for the Financial Year ended March 31, 2024; and
2. Notice of the 33rd Annual General Meeting of the Company scheduled to be held on **Friday, July 5, 2024 at 11:00 A.M. (IST)** through Video Conferencing/ Other Audio-Visual Means facility, pursuant to the circulars issued by the Ministry of Corporate Affairs and Securities and Exchange Board of India.

You are requested to kindly take the same on record.

Yours faithfully,
For Devyani International Limited

Pankaj Virmani
Company Secretary & Compliance Officer

Encl: As above



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT FY 2023-24

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

S. No.	Details of Listed Entity	Particulars
1.	Corporate Identity Number (CIN) of the Listed Entity	L15135DL1991PLC046758
2.	Name of the Listed Entity	Devyani International Limited
3.	Year of incorporation	1991
4.	Registered office address	F-2/7, Okhla Industrial Area, Phase-I, New Delhi-110020
5.	Corporate address	Plot No.-18, Sector-35, Gurugram-122004, Haryana
6.	E-mail	companysecretary@dil-rjcorp.com
7.	Telephone	+91-124-4566300
8.	Website	https://dil-rjcorp.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital (₹ in Million)	1,205.86
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR	Mr. Pankaj Virmani, Company Secretary pankaj.virmani@dil-rjcorp.com +91-124-4566300
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Disclosures made in this report are on a standalone basis and pertain only to Devyani International Limited.
14.	Name of assurance provider	Not Applicable as the Company does not fall under the purview of external assurance as per the requirements of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.
15.	Type of assurance obtained	

II. Product/ Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Operator of Quick Service Restaurants	Food, Beverages and Restaurant Business	99.24%

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

S. No.	Product/ Service	NIC Code	% of total Turnover Contributed
1.	Food & Beverage Service Activities	Division 56	
a.	Restaurants & Mobile Food Services	Group 561	
b.	Event Catering & Other Food Service Activities	Group 562	99.24%
c.	Beverage Service Activities	Group 563	

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	NA	2	2
International	NA	NA	NA

Note: Offices include registered and corporate office of the Company.

19. Markets served by the entity:
a. Number of locations:

Location	Number
National (No. of States & Union Territories)	32
International (No. of Countries)	3

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

0.11%

c. A brief on types of customers:

Devyani International Limited (DIL) serves a diverse customer base including fast food enthusiasts, families seeking convenient dining options, and value-conscious individuals attracted by promotions. Younger demographics, such as college students and young professionals, are drawn to its trendy and social dining experiences. Additionally, corporate customers find its quick service and diverse menu suitable for business meetings. Tourists and travellers also frequent DIL's outlets in high-traffic locations like airports and highways for quick and familiar meals on the go. Understanding and catering to these varied customer segments are essential for maintaining competitiveness in the fast-food industry.

IV. Employees
20. Details as at the end of Financial Year:
a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
Employees						
1.	Permanent(D)	16,371	11,753	72%	4,618	28%
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total employees (D+E)	16,371	11,753	72%	4,618	28%
Workers						
4.	Permanent(F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F+G)	NA	NA	NA	NA	NA

b. Differently-abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
Differently-abled employees						
1.	Permanent (D)	55	49	89%	6	11%
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total differently abled employees (D+E)	55	49	89%	6	11%
Differently-abled workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F+G)	NA	NA	NA	NA	NA

21. Participation/ Inclusion/ Representation of women:

	Total (A)	Number and percentage of Females	
		No.(B)	%(B/A)
Board of Directors*	12	1	8.33%
Key Management Personnel	3	-	-

* includes two Key Management Personnel.

22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2024			FY 2023			FY 2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	107%	95%	103%	119%	105%	116%	88%	81%	87%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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.	RJ Corp Limited*	Holding	Nil	No
2.	Devyani International (Nepal) Private Limited	Subsidiary	100%	No
3.	RV Enterprizes Pte. Limited	Subsidiary	87%	No
4.	Devyani International DMCC	Subsidiary	51%	No
5.	Devyani RK Private Limited	Subsidiary	51%	No
6.	Devyani International (Nigeria) Limited	Step Down Subsidiary	Nil	No
7.	White Snow Company Limited	Step Down Subsidiary	Nil	No
8.	Blackbriar Co., Ltd.	Step Down Subsidiary	Nil	No
9.	Yellow Palm Co., Ltd.	Step Down Subsidiary	Nil	No
10.	Restaurants Development Co., Ltd.	Step Down Subsidiary	Nil	No

* RJ Corp Limited holds 59.28% equity shares in Devyani International Limited

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes

(ii) Turnover (in ₹) 26,683.43 Mn

(iii) Net worth (in ₹) 9,360.80 Mn

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:

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 2024			FY 2023		
		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	No	0	0	-	0	0	-
Investors (other than shareholders)	Yes https://dil-rjcorp.com/contact-information/	0	0	-	0	0	-
Shareholders	Yes, through Share Transfer Agent. https://dil-rjcorp.com/contact-information/ In addition, Shareholders can also raise their grievances through SCORE and ODR platform.	3	0	-	17	0	-
Employees	Yes https://dil-rjcorp.com/wp-content/uploads/2022/10/Policy-for-Prevention-Prohibition-and-Redressal-of-Sexual-Harassment-at-Work-Place.pdf	9	0	-	1	1	-
Customers	Yes https://online.kfc.co.in/ ; https://www.pizzahut.co.in/ ; and Social Media platforms like Facebook, Instagram & LinkedIn, etc.	55,936	359	-	39,076	1,150	-
Value Chain Partners	Yes	0	0	-	0	0	-
Other (please specify)	No	0	0	-	0	0	-

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:

S. 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	Responsible Supply Chain	O	Evaluation of supply chain against sustainability parameters shall provide opportunities to promote local suppliers, sustainable value chain and co-creation avenues.	Not Applicable	Positive
2	Food Safety	R	There is a risk of failing to deliver quality meals if the highest standards of food safety are not upheld, potentially leading to decreased customer satisfaction, and non-compliance with relevant laws and regulations.	To mitigate the risk of failing to deliver quality meals, our team is trained in food safety practices, including hygiene, safe food handling, and proper cooking temperatures. We maintain a clean and sanitized kitchen through regular cleaning and disinfection of surfaces, equipment, and utensils. Additionally, we implement stringent processes for storing food at proper temperatures.	Negative
3	Energy Management	O	The ever-increasing demand of fossil fuels results in significant environmental impacts. Air emissions and resultant climate change can be detrimental to the business of the Company.	Not Applicable	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.

P1-Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

P2-Businesses should provide goods and services in a manner that is sustainable and safe.

P3-Businesses should respect and promote the well-being of all employees, including those in their value chains.

P4-Businesses should respect the interests of and be responsive to all its stakeholders.

P5-Businesses should respect and promote human rights.

P6-Businesses should respect and make efforts to protect and restore the environment.

P7-Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

P8-Businesses should promote inclusive growth and equitable development.

P9-Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
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.	https://dil-rjcorp.com/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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Not Available	Rainforest Alliance, Food Safety and Standards Authority of India (FSSAI), FSC	Not Available	Not Available	Not Available	Rainforest Alliance, CIPET, CPCB, FSC	Not Available	Not Available	Rainforest Alliance, Food Safety and Standards Authority of India (FSSAI)
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is dedicated towards providing long-term sustainable value to its stakeholders and taking conscious efforts to promote a sustainable way of living by providing the highest quality of products and eco-friendly packaging.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company is taking conscious efforts to promote a sustainable way of living by providing the highest quality of products and eco-friendly packaging.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)	DIL is actively working towards establishing targets for Environmental, Social, and Governance (ESG) initiatives and is dedicated to achieving them in the near future. We are committed to making distinctive progress in the areas relevant to the entity, aligning with our vision for a more sustainable and socially responsible future. Some of the priority areas being explored are renewable energy, resources optimization and more focussed value chain system.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Virag Joshi, Whole-time Director (President & CEO) Mr. Manish Dawar, Whole-time Director & Chief Financial Officer (BR Head).								
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 Company's Board plays a crucial role in guiding and determining the Company's Sustainability initiatives. Functioning as the primary governing body, the ESG Steering Committee of the Company is entrusted in crafting the policies and devising strategies that propel the organization's sustainability agenda forward. With a dedicated emphasis on sustainability, the Committee assesses a myriad of environmental, social, and governance facets, ensuring their harmonization with the Company's ethos and goals. Through its deliberations and directives, the Committee reaffirms the Company's dedication to ethical conduct and conscientious corporate citizenship, thereby fostering a tangible, positive influence on both society and the environment. The Committee is spearheaded by Non-Executive Director and guided by Whole-time Director and CEO, Whole-time Director and Chief Financial Officer (BR Head) and Group ESG Head.								

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	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company's approved policies are reviewed by the Board annually or as-and-when needed.																	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company has adhered to statutory requirements, with no instances of non-compliance with NGRBCs.																	

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.

P1	P2	P3	P4	P5	P6	P7	P8	P9
The policies are periodically evaluated and updated by various functional heads, Brand CEOs and approved by the management or Board. The policies and processes thereto are periodically reviewed by auditors.								

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)						NA			
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

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	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	Key Developments, Sustainability Initiatives, Regulatory updates, Review of policy & procedures	100%
Key Managerial Personnel	5		100%
Employees other than BoD and KMPs	84	Key policies including policy on Prevention of sexual harassment at the workplace (POSH), Code of conduct, Insider trading regulations, Whistle blower, New joiner induction program. Respective brands carry-out additional trainings for restaurant team members and operations team covering employee benefit policies, health & safety, food safety, customer service, safety precautions, emergency situation handling, etc.	100%
Workers			NA

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 Requirements) 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		Nil		
Settlement				
Compounding fee				

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
	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, the Company has a stringent anti-bribery policy as a statement of the business commitment to integrity and high moral standards based on a zero-tolerance policy. The Company and its subsidiaries, affiliates, associates and group companies, their directors, officers and employees and suppliers, ensure strict compliance with the policy. Officials are prohibited from giving or receiving bribes to any Government Officials or any other person or entity, including any person or entity in the private or commercial sector, if the payment is intended to induce the recipient to misuse his or her position and thereby give an unfair advantage to the Company. The policy is available on the website of the Company i.e. www.dil-rjcorp.com

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 2024	FY 2023
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

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

	FY 2024		FY 2023	
	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, as there were no instances of conflict of interest.

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

	FY 2024	FY 2023
Number of days of accounts payables	41	41

9. Openness 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 2024	FY 2023
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)	0.79%	1.34%
	b. Sales (Sales to related parties/ Total Sales)	0.66%	1.00%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	1.4%	44%
	d. Investments (Investments in related parties/ Total Investments made)	100%	100%

**DIL being in the QSR industry, serves directly to customers and not through dealers/ distributors.*

Leadership Indicators

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
17	Topics - Supplier Code of Conduct and animal welfare demonstrating our approach towards responsible business practices (Principle 2 and 4).	40%

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. At DIL, we uphold unwavering commitment to transparency, integrity, and ethical conduct. Our directors play a vital role in steering the Company's course and safeguarding the interests of all stakeholders. To ensure the highest standards of corporate governance:

- Directors are mandated to refrain from participating in any situation where their personal interests, whether direct or indirect, conflict or may potentially conflict with the interests of the Company.
- Independent directors are obligated to engage in comprehensive induction programs and regularly update and enhance their skills, knowledge and understanding of the Company's operations. They are encouraged to seek clarification or expert advice when necessary.
- Directors are strictly prohibited from seeking or obtaining any undue advantage for themselves, their relatives, partners or associates. In the event of such misconduct, directors are accountable to reimburse the Company an amount equivalent to the undue gain acquired.
- Directors are entrusted with maintaining utmost confidentiality regarding any non-public information related to the Company's business affairs, customers, suppliers and other stakeholders. Disclosure of such information is permissible only as mandated by applicable law.

5. As per the Code of Conduct for Board of Directors and Senior Management, the Board Members shall inter-alia annually affirm about their non-involvement in a situation in which they may have a direct or indirect interest that conflicts, or possibly may conflict, with the interest of the Company. The Annual certification is followed by certification by the Whole-time Director (President & CEO) about the compliance of Code of Conduct by all Board Members.

PRINCIPLE 2: Business 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:**

	FY 2024	FY 2023	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil
Capex	0.08%	Nil	Installation of solar roof panels of 58 KW capacity at some of the KFC stores resulted into reduction in grid electricity consumption and emission reduction.

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

Yes, DIL is firmly committed to sustainable and ethical sourcing practices. We actively seek to increase our procurement from sustainable sources and prioritize partnerships with suppliers who share our dedication to environmental, social, and governance (ESG) principles. In alignment with franchisors' guidelines, we have implemented several initiatives to ensure responsible sourcing of ingredients for our food products:

- **Certified Commodities:** We procure Roundtable on Sustainable Palm Oil (RSPO) certified palm oil and Rainforest Alliance (UTZ) certified coffee.
- **Locally Sourced Produce:** We source lettuce and tomatoes from local Global GAP certified farms, ensuring complete traceability and supporting local agriculture.

To minimize our environmental footprint, we utilize bio-compostable garbage bags across our stores. Our value chain partners are also compliant with FSSC 22000 and CPCB. These initiatives reflect our ongoing commitment to responsible sourcing, contributing to a more sustainable and equitable supply chain. At DIL, we prioritize partnering with suppliers and vendors who share our commitment to sustainability. We seek out those who demonstrate a dedication to implementing policies, practices, and protocols aligned with our sustainability strategies and guidelines. This includes initiatives aimed at reducing environmental impact, promoting social responsibility, and upholding ethical business practices. To ensure adherence to these expectations, we conduct regular supplier audits. These audits serve as a mechanism to verify compliance and ensure that our vendors are meeting the sustainability criteria outlined in our agreements. By implementing these procedures, DIL aims to foster a sustainable supply chain that aligns with our values and contributes to a more responsible and resilient business ecosystem.

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

Yes. Approx. 60% of total inputs were sourced from supplier's adopting sustainable practices.

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

DIL remains steadfast in its commitment to promoting sustainable practices across its network of restaurants and stores. Key initiatives include exploring eco-friendly materials and green designs to reduce single-use packaging, replacing plastic cutlery and packaging with recyclable options, and prioritizing effective waste management and responsible disposal. At our restaurants, we have made significant strides in reducing plastic packaging, aligning with our commitment to sustainability. Moreover, we prioritize responsible disposal of different kinds of wastes like plastic wastes, e-wastes, other wastes through urban local bodies, municipalities and certified vendors, ensuring that we minimize our environmental footprint. These efforts underscore DIL's commitment to environmental stewardship and corporate social responsibility, aiming to minimize environmental impact while delivering exceptional service to customers.

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:

Yes, Extended Producer Responsibility is applicable to the Company. We have applied for the registration and the same is awaited.

Leadership Indicators

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?

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
NA					

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:

Name of Product/Service	Description of the risk/concern	Action Taken
NA		

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):

Indicate input material	Recycled or re-used input material to total material	
	FY 2024	FY 2023
	NA	NA

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 2024			FY 2023		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

The Company is into QSR business and disposes-off scrap oil to vendors authorized by FSSAI.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

PRINCIPLE 3: Business should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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	11,753	11,753	100%	11,753	100%	NA	NA	11,753	100%	NA	NA
Female	4,618	4,618	100%	4,618	100%	4,618	100%	NA	NA	NA	NA
Total	16,371	16,371	100%	16,371	100%	4,618	28%	11,753	72%	NA	NA
Other than Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*All employees are covered either through mediclaim insurance policy or ESI (Employee State Insurance)

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

Category	% of 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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	FY 2024	FY 2023
Cost incurred on well-being measures as a % of total revenue of the Company	0.12%	0.10%

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

Benefits	FY 2024			FY 2023		
	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI*	82%	NA	Y	86%	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

*Employees not covered under ESI are being provided with health insurance

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.

The Company's commitment to inclusivity is evident in its efforts to ensure accessibility across all its locations, including stores, offices, and other premises. By installing ramps, lifts, and handrails in stairwells, the Company is dedicated to facilitating the seamless movement of differently-abled individuals. This strategic initiative aligns with the Rights of Persons with Disabilities Act 2016, reflecting the Company's dedication to creating an environment where everyone, regardless of their physical abilities, can navigate comfortably and independently. Through these actions, the Company aims at a broader commitment to fostering an inclusive and supportive atmosphere for all its customers and employees. Around 50% of our stores/offices have required infrastructure to enable easy access to differently abled employees and visitors.

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:

DIL is committed to offering equal employment opportunities to all individuals and does not discriminate on the basis of age, colour, disability, marital status, nationality, race, religion, sexual orientation. Upholding this principle, the Company endeavours to facilitate a work environment that is devoid of any harassment stemming from the aforementioned considerations. Through this stance, DIL aims to foster a culture of inclusivity and respect within its workforce, ensuring every employee feels valued and empowered. All employees related policies are available on the Company's intranet portal.

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%	67%	NA	NA
Female	74%	52%	NA	NA
Total	84%	52%	NA	NA

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	Not Applicable
Permanent Employees	The Company has its Code of Conduct, Whistle Blower Policy, Policy on Prevention of Sexual Harassment (POSH) at Workplace wherein the grievance mechanisms for its employees to report or raise their concerns to the respective Committee(s) formed by the Company and the process of grievance redressal is mentioned. The Company also has designated email ID's for resolution of employees' grievances which are displayed in the Company premises and restaurants of the Company.
Other than Permanent Employees	Not Applicable

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

Category	FY 2024			FY 2023		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	Total (A)	FY 2024				Total (D)	FY 2023			
		On Health and safety measures		On Skill upgradation			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	11,753	11,502	98%	11,502	98%	11,380	10,235	90%	10,235	90%
Female	4,618	4,579	99%	4,579	99%	4,305	4,228	98%	4,228	98%
Total	16,371	16,081	98%	16,081	98%	15,685	14,463	92%	14,463	92%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY 2024			FY 2023		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	11,753	11,753	100%	11,380	11,380	100%
Female	4,618	4,618	100%	4,305	4,305	100%
Total	16,371	16,371	100%	15,685	15,685	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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, we are committed to ensuring a safe and healthy workplace for our employees, as reflected in our health & safety measures undertaken. We have implemented several safety measures, such as emergency preparedness action plans, fire safety measures, fire safety training, and other focused initiatives. We conduct regular risk assessments and periodic maintenance of all our equipment and safety devices to prevent operational hazards.

Our Store Incident Management system ensures the safety of all our employees. Our POSH policy and regional disciplinary committee, with a stringent grievance redressal mechanism, enable our employees to raise critical matters and concerns, which are addressed within the stipulated timeline.

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

At our Company, the health and safety of our employees is paramount. Our commitment extends beyond physical health; through different programs, we emphasize both physical and mental wellbeing, fostering a culture of healthy living among our workforce. As part of our proactive approach to safety, regular safety mock drills are conducted across all our restaurants situated inside malls, airports by concerned authorities empowering our team to respond effectively in any emergency situation.

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

Yes; at DIL, we actively encourage employees to voice any concerns they may have regarding working conditions, human rights, and related matters. We believe in fostering an environment where open communication is valued and everyone's voices are heard.

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

All employees benefit from health insurance coverage, ensuring their wellbeing is prioritized. First aid kits are readily available, guaranteeing immediate assistance in any situation across our business operations. Additionally, we conduct wellness initiatives and mindfulness activities, empowering our workforce to manage their wellbeing holistically, focusing on mind, body and purpose. Through these initiatives, we foster a supportive environment where employees can thrive both professionally and personally.

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

Safety Incident/Number	Category	FY 2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.24	0.10
	Workers	NA	NA
Total recordable work-related injuries	Employees	10	4
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	0
	Workers	NA	NA

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

DIL holds its employees with highest regard and recognizes them as its most valued asset, and places paramount importance on their health and safety. With a significant portion of its workforce situated in stores, the Company has implemented processes across all operational touchpoints to ensure the well-being of every individual in the workplace. DIL has instituted various initiatives, including safety awareness programs covering emergency preparedness, fire safety, and first-aid training. Additionally, the Company conducts regular safety audits from third-party agencies. DIL also provides training sessions for the operational team and conducts periodic checks and inspections of equipment to uphold safety standards.

We adhere to strict guidelines to ensure the safety of our employees at our stores, implementing comprehensive precautions and post-incident management systems. Our policies cover various scenarios, including store incidents, medical emergencies, injuries, fires, gas leaks, electric shocks, robberies, workplace violence, natural calamities, unruly customers, and national security threats. These measures are in place to safeguard our store employees effectively.

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

Category	FY 2024			FY 2023		
	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	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessment for the year:

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

**All of our workplaces (corporate office & stores) are assessed by the third party agencies, FSSAI and company officials on health and safety practices as well as 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:

All safety related incidents are treated with utmost importance and control, or mitigation measures are taken in a time-bound manner. For each of such incidents, corrective action plans are documented which also provide the steps required to ensure safe processes and working conditions.

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):

Yes. DIL has extended life insurance benefits to all the employees covering casualty due to accident.

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

DIL upholds a stringent internal control framework, conducting routine audits to validate the timely payment of all statutory obligations. These audits serve to ensure the Company's strict compliance with labour laws and regulations. This holistic approach underscores the Company's steadfast dedication to maintain exemplary levels of adherence to labour laws. By emphasizing these initiatives, DIL develops a culture rooted in transparency, accountability, and observance of legal mandates throughout its operations.

The Company ensures that all relevant statutory payments are deducted and deposited according to regulatory standards. The Company anticipates its partners in the value chain to follow business responsibility principles and maintain transparency and accountability values.

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 2024	FY 2023	FY 2024	FY 2023
Employees	1	0	1	0
Workers	NA	NA	NA	NA

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed	
	FY 2024	
Health and safety practices	80%	
Working Conditions	80%	

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:

The Company is currently evaluating its oversight of health and safety practices and working conditions within its value chain partners. It is committed to identifying and implementing best practices to ensure a responsible and sustainable supply chain.

PRINCIPLE 4: Business 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:

At DIL, we understand the vital role played by our key stakeholders in shaping our journey. From our dedicated management and hardworking employees to our trusted suppliers, loyal customers, and valued industry associations, each one adds immense value to our business. Their input not only enriches our operations but also profoundly influences the decisions we make, impacting the environment, economy, and society at large.

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 & 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
Shareholders, Investors & Management	No	<ul style="list-style-type: none"> Annual general meetings Board meetings Quarterly investors calls/meets 	Ongoing	<ul style="list-style-type: none"> Business performance & growth Business strategy Financial results Risk management
Employees	No	<ul style="list-style-type: none"> Emails Employee engagement activities Capacity Building & Trainings Rewards & recognition 	Ongoing	<ul style="list-style-type: none"> Talent management Employee engagement Training & skill development Career Development
Suppliers	No	<ul style="list-style-type: none"> RSC Town Halls Supplier meetings Emails SMSs Vendor Visits Vendor Audits 	Ongoing Annually	<ul style="list-style-type: none"> Product & procurement innovation Business relationship Quality and contractual compliances Business continuity Food safety Timely payment

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
Retailers/ Consumers	No	<ul style="list-style-type: none"> • Surveys • Marketing activities • Social media 	Ongoing	<ul style="list-style-type: none"> • Food quality • Dining experience • Food services • Pricing • Feedback

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:**

The Management engages with diverse stakeholders to gain insights into their expectations regarding economic, environmental, and social aspects. Through these engagements, we seek to understand their perspectives and priorities on issues such as sustainable business practices, environmental stewardship, and social responsibility. Based on their feedback, we refine our strategies and approaches to align with stakeholders' expectation and effectively address their concerns. By fostering open dialogue and collaboration with our stakeholders, we strive to build trust, enhance transparency, and drive positive impacts across our operations and communities.

- 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 policies and activities of the entity:**

Yes, during the financial year, we engaged with a range of stakeholders to identify and prioritize material topics pertinent to our business. Through these interactions, we reaffirmed our commitment to key priorities, including food safety, human capital development, environmental sustainability, and robust governance practices. Drawing on insights gathered from stakeholders, we developed strategic action plans aimed at addressing these priorities effectively. By aligning our efforts with stakeholders' expectation, we aim to drive positive outcomes and strengthen our overall sustainability performance.

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups:**

DIL respects its women workforce and strives to encourage them through various initiatives outlined below:

- a) Women Empowerment:** We are dedicated to fostering an inclusive and empowering work environment for women, actively addressing the cultural challenges they encounter. Our commitment is reflected in our women-led initiatives. Engagement activities like meetings, sessions, training and awareness sessions are conducted at regular intervals. They can raise their concerns through the mechanism provided in various codes/policies of the Company.
 - i)** KFC India operates four women-led stores. Our female diversity rate stands at 33%, with a target to reach 35% over the next three years. Presently, there are 39 stores under the leadership of women. Women represent 22% of overall store management, with 421 women managers.
 - ii)** Pizza Hut India has five exclusively women-operated stores. The female diversity rate is at 25%, with a goal to increase it to 30% in the next three years. In addition to the five exclusive stores, 64 other stores are led by women store leaders. Women constitute 20% of the overall store management, with 336 women managers.
- b) Workplace Inclusivity:** Our commitment to inclusivity is demonstrated through our initiatives supporting specially-abled employees. Within our KFC India operations, we proudly operate 18 stores staffed by specially-abled employees. Additionally, during the fiscal year 2024, we provided sign language training to a total of 170 employees, further enhancing communication and ensuring a supportive work environment for all staff members.

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 2024			FY 2023		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	16,371	1,670	10%	15,685	1,930	12%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	16,371	1,670	10%	15,685	1,930	12%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2024					FY 2023				
	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	16,371	10,488	64%	5,883	36%	15,685	10,668	68%	5,017	32%
Male	11,753	6,878	59%	4,875	41%	11,380	7,217	63%	4,163	37%
Female	4,618	3,610	78%	1,008	22%	4,305	3,451	80%	854	20%
Other than Permanent										
Male										
Female										
Workers										
Permanent										
Male										
Female										
Other than Permanent										
Male										
Female										

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in Mn)	Number	Median remuneration/ salary/ wages of respective category (₹ in Mn)
Board of Directors (BoD)*	11	39.8	1	-
Key Managerial Personnel	1	41.6	0	-
Employees other than BoD and KMP	3,989	0.32	922	0.22
Workers	NA	NA	NA	NA

*includes 2 Key Managerial Personnel

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

	FY 2024	FY 2023
Gross wages paid to females as % of total wages	21%	21%

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, the HR department serves as a focal point for addressing human rights impacts and issues caused by business. Employees are encouraged to contact the HR team to address any concerns they may have. Additionally, DIL has a dedicated Progressive Discipline Process in place to ensure that all issues are promptly and effectively resolved.

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

DIL encourages individuals including employees, contractors, and service providers to report any suspected violations of the human rights policy.

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

	FY 2024			FY 2023		
	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	9	0	-	1	1	-
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	0	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 2024	FY 2023
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	9	1
Complaints on POSH as a % of female employees / workers	0.19	0.02
Complaints on POSH upheld	3	1

DIL fosters a culture of safety for its women employees. To ensure their security, we have installed cameras across our stores and RSC. We have established internal complaints committee to provide a safe and supportive environment for reporting any incidents of harassment. Additionally, shuttle transport facility at RSC to ensure a safe commute for our women employees.

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

At DIL, we address concerns related to discrimination and harassment with utmost confidentiality. Any instances of retaliation against individuals who report such concerns in good faith are strictly prohibited. Individuals found to be targeting those raising complaints are subjected to disciplinary action. Furthermore, the Company guarantees protection for individuals who report any violations or suspected violations of the Code, or other Company regulations. No threats, retribution, or punishment will be initiated against them or those aiding in any related investigations.

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

Yes; as per the applicable laws, human rights requirements form part of our business agreements and contracts.

10. Assessment 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	
Discrimination at workplace	100%
Wages	
Others-please specify	

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

Not Applicable.

Leadership Indicators

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

DIL fosters an inclusive environment where every individual is honoured and respected, regardless of their background or beliefs. Upholding fairness and justice as guiding principles, DIL ensures equal opportunities for all, nurturing a culture where everyone can flourish. With a steadfast dedication to upholding labour rights, DIL prioritises safe working conditions and fair treatment, rejecting any form of exploitation.

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

We prioritize human rights by ensuring all employees adhere to the Company's applicable guidelines. This commitment ensures that all employees are equipped with the necessary knowledge to act ethically and follow Company regulations.

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; Around 50% of our stores/offices have required infrastructure to enable easy access to differently abled employees and visitors.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	80%
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 Indicators

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

Parameter	Unit	FY 2024	FY 2023
From renewable sources			
Total electricity consumption (A)	GJ	1,053	1,325
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	1,053	1,325
From non-renewable sources			
Total electricity consumption (D)	GJ	370,131	287,739
Total fuel consumption* (E)	GJ	368,533	304,119
Energy observation through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	738,664	591,858
Total energy consumed (A+B+C+D+E+F)	GJ	739,717	593,183
Energy intensity per million rupees of turnover (Total energy consumption (G.J)/ turnover in million rupees)		23.74	21.38
Energy intensity per million rupees of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)*		543.12	489.21
Energy intensity in terms of physical output		NA	NA
Energy intensity (in terms of employees)- the relevant metric may be selected by the entity		45.18	37.82

*Includes diesel & gas

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

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. No

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 2024	FY 2023
Water withdrawal by source (in kilolitres)		
(i) Surface Water	NA	NA
(ii) Ground Water	NA	NA
(iii) Third Party Water	11,00,588	8,50,779
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	11,00,588	8,50,779
Total volume of water consumption (in kilolitres)	11,00,588	8,50,779
Water intensity per million rupees of turnover (Total Water consumption (KL)/ turnover)	35.32	30.67
Water intensity per million rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)*	808.08	701.65
Water intensity in terms of physical output	NA	NA
Water intensity (in terms of employees) – the relevant metric may be selected by the entity	67.23	54.24

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

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. - No

4. Provide the following details related to water discharged:

Parameter	FY 2024	FY 2023
Water discharge by destination and level of treatment (in kilolitres)		
i) To surface water	-	-
- No treatment	NA	NA
- With treatment-please specify level of treatment	NA	NA
ii) To Groundwater	-	-
- No treatment	NA	NA
- With treatment-please specify level of treatment	NA	NA
iii) To Seawater	-	-
- No treatment	NA	NA
- With treatment-please specify level of treatment	NA	NA
iv) Sent to third-parties	-	-
- No treatment	NA	NA
- With treatment-please specify level of treatment	NA	NA
v) Others	-	-
- No treatment	NA	NA
- With treatment-(secondary treatment)	344,132	265,550
Total water discharge (in kilolitres)	-	-

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: No.

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

We're committed to water conservation and management. While we don't have a formal zero liquid discharge policy, we have taken significant measures to achieve water efficiency. We are using the rejected RO water for non-potable activities across our stores. Additionally, we have installed low-flow aerators, sensor-activated taps, and low-pressure faucets in select stores to minimize water consumption. Our corporate office buildings are equipped with sustainable rainwater harvesting systems. These initiatives demonstrate our commitment to environmental responsibility and contribute to our overall sustainability efforts.

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

Parameter	Please specify unit	FY 2024	FY 2023
NOx	mg/Nm3	Not Available	Not Available
Sox	mg/Nm3		
Particulate matter (PM)	mg/Nm3		
Persistent organic compounds (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others-please specify			

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. - No

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

Parameter	Unit	FY 2024	FY 2023
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	21,187	Not Available
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	62,480	
Total Scope 1 and Scope 2 emission intensity per million rupees of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		2.68	
Total Scope 1 and Scope 2 emission intensity per million rupees of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)*		61.43	
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	
Total Scope 1 and Scope 2 emission intensity (in terms of employees) – the relevant metric may be selected by the entity		5.11	

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

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. - No

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

DIL is actively enhancing its energy efficiency through a variety of initiatives. One notable effort includes the adoption of electric vehicles for delivering our products to consumers. This forward-thinking approach aligns with our commitment to sustainability and reducing our carbon footprint.

We have implemented energy-saving measures across our restaurants, including upgrading to LED lighting, optimizing HVAC systems, and utilizing energy-efficient kitchen equipment. These efforts help us reduce our overall energy consumption and subsequently lower greenhouse gas emissions.

In addition to internal emission reduction efforts, we are exploring opportunities to offset our carbon footprint through investments in carbon offset projects such as installation of solar roof plants. These projects help to replace fossil fuel-based energy with renewable alternatives.

In response to growing concerns regarding sustainable energy practices, we are pleased to disclose our proactive measures towards embracing renewable energy sources. Over the past year, we have strategically installed solar roof plants at five of our locations, boasting a cumulative capacity of 63 kW. Furthermore, leveraging our existing infrastructure, we maintain a robust capacity of 424 kW, reaffirming our commitment to reducing our carbon footprint and fostering a greener future.

The Company believes in leveraging technology to transform every dimension of its business. Investments in technology infrastructure are an important element of the Company's commitment to delivering seamless customer experience. Further, steps taken towards Energy Conservation are the result of technology absorption.

The Company has been leveraging technological advancements in relevant areas. For data driven analytics and decision making, the Company has invested in a scalable and advanced cloud data warehouse along with Business Intelligence platform. Digital Project Management is being implemented for Business Development. In the area of Customer Service and Restaurant Operations, use of Self-Ordering kiosks (SOKs), Digital menu boards and kitchen planning are being aggressively adopted. The Company is also experimenting with the use of AI in improving forecast accuracy and quality.

For the refurbishment of one of KFC's Flagship Stores – This store was converted as one of the sustainable store by utilizing eco friendly & vernacular material. Materials such as locally sourced wood, recycled tiles, Low VOC paints, Natural clay tiles etc. are utilized in the construction to reduce the Carbon footprint of the store.

At DIL, our dedication to reducing greenhouse gas emissions drives us to implement a range of sustainable initiatives. This includes transitioning our stores to solar energy, utilizing electric bikes for deliveries, and integrating sustainable materials into our store design.

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

Parameter	FY 2024	FY 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Not Available	Not Available
E-waste (B)	0.4	
Bio-medical waste (C)	Not Available	
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). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Scrap Oil	826.8	552.2
Total (A+B + C + D + E + F + G + H)	827.2	552.2

Parameter	FY 2024	FY 2023
Waste intensity per million rupees of turnover (Total waste generated / Revenue from operations)	0.11	0.09
Waste intensity per million rupees of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	2.42	2.03
Waste intensity in terms of physical output	NA	NA
Waste intensity (in terms of employees) – the relevant metric may be selected by the entity	0.20	0.16
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i) Recycled	NA	NA
ii) Re-used	NA	NA
iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
i) Incineration	NA	NA
ii) Landfilling	NA	NA
iii) Other disposal operations	NA	NA
Total	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
 If yes, name of the external agency. - No

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:

We recognise that proper waste disposal is crucial for sustainability in the quick service restaurant industry. We are committed to ensuring that all waste generated, including food, cooking oil, and packaging, is disposed of responsibly and in compliance with relevant regulations. It is a cornerstone of our dedication to environmental stewardship.

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:

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N)
Not Applicable. None of the operations / offices are 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:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
NA					

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable, as DIL is compliant with the applicable laws.				

Leadership Indicators

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

Parameter	Unit	FY 2024	FY 2023
Total Scope 3 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	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No

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:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Energy-efficient Operations and Renewable Energy	<p>We have implemented energy-saving measures across our restaurants, including upgrading to LED lighting, optimizing HVAC systems, and utilizing energy-efficient kitchen equipment. These efforts help us reduce our overall energy consumption and subsequently lower greenhouse gas emissions.</p> <p>In addition to internal emission reduction efforts, we are exploring opportunities to offset our carbon footprint through investments in carbon offset projects such as installation of solar roof plants. These projects help to replace fossil fuel-based energy with renewable alternatives.</p> <p>In response to growing concerns regarding sustainable energy practices, we are pleased to disclose our proactive measures towards embracing renewable energy sources. Over the past year, we have strategically installed solar roof plants at five of our locations, boasting a cumulative capacity of 63 kW. Furthermore, leveraging our existing infrastructure, we maintain a robust capacity of 424 kW, reaffirming our commitment to reducing our carbon footprint and fostering a greener future</p>	Energy-efficient Operations
2.	Sustainable Sourcing	<p>We prioritize sourcing ingredients and products from suppliers who adhere to sustainable practices. By working with suppliers committed to reducing their carbon footprint and employing environmentally friendly farming and production methods, we indirectly contribute to reducing emissions associated with agriculture and food production. Devyani International Limited (DIL) has robust procedures in place for sustainable sourcing to ensure the promotion of environmental, social, and governance (ESG) practices throughout our supply chain. We have developed comprehensive business agreements with sustainability factors embedded, outlining our expectations from suppliers. These agreements emphasize compliance with applicable environmental laws, regulations, and industry standards.</p> <p>At DIL, we prioritize partnering with suppliers and vendors who share our commitment to sustainability. We seek out those who demonstrate a dedication to implementing policies, practices, and protocols aligned with our sustainability strategies and guidelines. This includes initiatives aimed at reducing environmental impact, promoting social responsibility, and upholding ethical business practices.</p> <p>To ensure adherence to these expectations, we conduct regular supplier audits. These audits serve as a mechanism to verify compliance and ensure that our vendors are meeting the sustainability criteria outlined in our agreements. By implementing these procedures, DIL aims to foster a sustainable supply chain that aligns with our values and contributes to a more responsible and resilient business ecosystem.</p>	Sustainable Sourcing

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3.	Efforts made towards technology absorption	<p>The Company believes in leveraging technology to transform every dimension of its business. Investments in technology infrastructure are an important element of the Company's commitment to delivering seamless customer experience. Further, steps taken towards Energy Conservation are the result of technology absorption.</p> <p>The Company has been leveraging technological advancements in relevant areas. For data driven analytics and decision making, the Company has invested in a scalable and advanced cloud data warehouse along with Business Intelligence Platform. Digital Project Management is being implemented for Business Development. In the area of Customer Service and Restaurant Operations, use of Self-Ordering Kiosks (SOKs), Digital menu boards and kitchen planning are being aggressively adopted. The Company is also experimenting with the use of AI in improving forecast accuracy and quality.</p> <p>For the refurbishment of one of KFC's Flagship Stores – This store was converted as one of the sustainable store by utilizing eco friendly & vernacular material. Materials such as locally sourced wood, recycled tiles, Low VOC paints, Natural clay tiles etc. are utilized in the construction to reduce the Carbon footprint of the store.</p>	Technology absorption

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

Yes. The Company has a business continuity policy (BCP) in place. The policy identifies the various business continuity impacts and events, defines our course of action to address and recover, designates responsibility, and sets out the reporting and review mechanisms.

DIL BCP & Data Backup and Recovery Policy ensures that the Company can promptly resume critical business processes, protect information and personnel, and maintain operational stability during disasters, long-term outages, and security failures. The Company has a dedicated team with clearly defined roles, responsibilities, and objectives to manage the BCP. The Company establish maximum allowable outage times (RTO) and acceptable data loss periods (RPO) for each business objective to ensure timely restoration and minimize impact. Additionally, the Company test disaster recovery (DR) plans at least annually to ensure effectiveness, communicate results to relevant stakeholders, maintain records, and continuously improve the plans based on test outcomes.

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:

Not Applicable

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

Approx. 80% of our Value Chain Partners were assessed 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 Indicators

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

The Company has affiliations with 1(one) trade and industry association.

- 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:

Participating in industry associations presents an excellent opportunity for DIL to remain informed and proactive in a dynamic business environment. As a prominent figure in the QSR industry, DIL actively engage in discussions with members of the following association to stay abreast of industry developments:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	National Restaurant Association of India (NRAI)	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
	Not Applicable	

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
None					

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:

Given the nature of our business, which primarily operates restaurants situated in high street areas, malls, airports, highways, etc. conducting social impact assessments may not be directly applicable to DIL's operations and is therefore not currently undertaken.

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

S. 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 ₹)
Not Applicable						

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

At DIL, we prioritise the social and economic well-being of the communities. We consider stakeholders' suggestions and feedback, which can be emailed directly to our Compliance Officer at companysecretary@dil-rjcorp.com

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

Parameter	FY 2024	FY 2023
Directly sourced from MSMEs/ small producers (excluding Capex)	17.2%	17.6%
Sourced directly from within the district and neighbouring districts		DIL stores are spread across India, and works with local businesses for generation of local employment opportunities created by the suppliers who are supplying to DIL stores and are located within district/ neighbourhood district.

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 2024	FY 2023
Rural	-	-
Semi-urban	-	-
Urban	21%	24%
Metropolitan	79%	76%

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

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (in ₹)
Not Applicable			

5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:**

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	NAPS – Apprentices engagement Payment towards National Apprenticeship Promotion Scheme (over and above the minimum threshold of 2.5% of workforce) can be qualified as corporate social responsibility under the provisions of the Companies Act, 2013 read with Rules made thereunder.	>1,500	Not Available

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:

DIL is committed to deliver an exceptional customer experience through a holistic approach. Utilizing feedback links and surveys, DIL proactively engage with its customers to gain insights into their behaviours, preferences, and concerns. By prioritizing customer feedback, DIL continuously enhances its services to better meet the needs and expectations of each individual customer, ensuring an elevated experience with DIL.

DIL is committed to enhance the customer experience and appreciate customer feedback. To better understand and serve its customers, DIL utilizes an Automated Guest Experience Survey (GES). This survey allows customers to provide complaints and rate DIL on various aspects, including hospitality, cleanliness, food, and more. Customers receive this survey via SMS after receiving DIL service to provide their feedback.

DIL analyzes customer feedback submitted through its brand website and various social media platforms to ensure DIL meets customer expectations. DIL is dedicated to address and resolve all feedback to achieve the highest level of customer satisfaction.

Furthermore, DIL conducts mystery audits to comprehensively understand and enhance the customer experience.

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	>90%
Safe and responsible usage	
Recycling and/or safe disposal	

**Note: Information about nutritional value, per served value, warnings, allergens information for all products offered in DIL stores is available on its website and social media platforms.*

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

Category	FY 2024		Remarks	FY 2023		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	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	55,936	359	-	39,076	1,150	-

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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:

DIL has implemented a strong framework to effectively manage data privacy risks, supported by comprehensive Information Technology policies. These policies serve to govern and oversee the processing of data, ensuring regulation and control. All employees related policies are available on the Company's intranet portal.

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:

The Company has maintained a strong track record in areas such as advertising, delivery of essential services, cyber security, data privacy of customers, product recalls, and regulatory compliance.

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:** Not Applicable
- c. **Impact, if any, of the data breaches:** Not Applicable

Leadership Indicators

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

Product related information can be found on our official website and social media platforms like Facebook & Instagram. The product/services related information can also be accessed through the weblink: <https://dil-rjcorp.com/>

Additionally, details of products are available on the respective websites of

1-KFC (<https://online.kfc.co.in/>) (Instagram: https://www.instagram.com/kfcindia_official/?hl=en and Facebook: <https://www.facebook.com/KfcResturant/>)

2-Pizza Hut (www.pizzahut.co.in) (Instagram: https://www.instagram.com/pizzahut_india/?hl=en and Facebook: <https://www.facebook.com/pizzahutindia/>)

3-Costa Coffee (<https://www.costacoffee.in/>) (Instagram: <https://www.instagram.com/costacoffeeindia/p/CzFw8Mxso4c/> and Facebook: <https://www.facebook.com/CostaCoffee/>)

4-Vaango (Instagram: https://www.instagram.com/vaango_india?igsh=Y2xiMDhIMGlleGdt&utm_source=qr and Facebook: <https://www.facebook.com/vaangoIndia?mibextid=LQQJ4d>)

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

DIL informs and educates its consumers through display screens at stores by providing the offers on the items. At DIL, nutritional charts are available at stores and are accessible to consumers and team members. We also provide necessary information to our consumers via digital platforms.

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

DIL is not in the business of providing essential services. However, the Company endeavours to inform the customers of any risk of disruption/ discontinuation of the services.

- 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)**

Apart from meeting the requirements under the local laws, the Company being a responsible Corporate takes additional initiatives by displaying the information on nutrition and allergen of its products on the website and social media platforms. DIL takes a comprehensive approach to gather and assess customer experiences. DIL primary tool is the Guest Experience Survey. This survey covers various aspects of their experience, including hospitality, cleanliness, food quality, and more. Additionally, DIL actively monitors, and address feedback shared on social media platforms to ensure prompt resolution in alignment with customer satisfaction standards. To gain further insights and continuously improve, DIL regularly monitors and review the restaurant processes and run incentive programs for employees to understand and refine the overall customer experience. Through these initiatives, DIL strives to uphold and enhance the satisfaction of its valued customers.

Note: Previous financial year's numbers/data have been re-classified / corrected wherever required.