

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

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

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

Sub: Business Responsibility and Sustainability Report for the FY ended March 31, 2023 under Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/ Ma'am,

Pursuant to the Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulation, 2015, please find enclosed herewith business responsibility and sustainability report of the Company for the financial year ended March 31, 2023, which also forms part of the Annual Report.

The Notice convening the 13th Annual General Meeting along with the annual report is also uploaded on the Company's website at <https://www.zomato.com/investor-relations/financials>.

For Zomato Limited

Sandhya Sethia
Company Secretary & Compliance Officer
Place: Gurugram
Date: August 4, 2023

ANNEXURE - V

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A – GENERAL DISCLOSURES

I. Details of listed entity

| | | |
|-----|---|---|
| 1. | Corporate Identity Number (CIN) of the Listed Entity | : L93030DL2010PLC198141 |
| 2. | Name of the Listed Entity | : Zomato Limited |
| 3. | Year of incorporation | : 2010 |
| 4. | Registered office address | : Ground Floor 12A, 94 Meghdoot Nehru Place, New Delhi-110019 |
| 5. | Corporate address | : Pioneer Square Building, Sector 62, Golf Course Extension Road, Gurugram, Haryana, 122098 |
| 6. | E-mail | : companysecretary@zomato.com |
| 7. | Telephone | : 0124-4268565 |
| 8. | Website | : www.zomato.com |
| 9. | Financial year for which reporting is being done | : 1st April 2022- 31st March 2023 |
| 10. | Name of the Stock Exchange(s) where shares are listed | : 1. BSE Limited (BSE) 2. National Stock Exchange of India Limited (NSE) |
| 11. | Paid-up capital | : INR 8,553,509,770 |
| 12. | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report | : Ms. Anjali Ravi Kumar Email: companysecretary@zomato.com Ph: 0124 4268565 |
| 13. | Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity for the entity and all the entities which form a part of its consolidated financial statements, taken together | : Standalone basis* |

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

II. Products/Services

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

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

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

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

III. Operations**16. Number of locations where plants and/or operations/offices of the entity are situated**

| Location | Number of plants | Number of offices* | Total |
|---------------|------------------|--------------------|-------|
| National | 0 | 3 | 3 |
| International | 0 | 0 | 0 |

*Zomato is a technology platform company and our workforce operates out of 42 locations. However, 32 of these are co-working spaces and 7 are offices on direct lease with less than 100 employees. The above table includes only those 3 offices on direct lease with over 100 employees. The same 3 offices are included in the reporting boundary for environmental indicators while social and governance indicators cover Zomato's entire operations.

17. Markets served by the entity

Zomato Limited operates in India and UAE.

a. Number of locations

| Locations | Number |
|----------------------------------|--|
| National (No. of States) | 34 (31 States and 3 Union Territories) |
| International (No. of Countries) | 1 (UAE) |

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

There is a limited export for Zomato IP to its overseas group entities and marketing services to a third party. Total export is 0.11% of total revenue from operations of Zomato Limited for FY23.

c. A brief on types of customers

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

- 1. End-users of our platform** - End-users are customers who use our platform to search and discover restaurants, read and write customer generated reviews and view and upload photos, order food delivery, book a table and make payments while dining-out at restaurants.
- 2. Restaurant partners** - We provide restaurant partners with industry-specific marketing tools which enable them to engage and acquire customers to grow their business while also providing a reliable and efficient last mile delivery service.

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

IV. Employees

18. Details as at the end of Financial Year

a. Employees and workers (including differently-abled):

| Sr. No. | Particulars | Total (A) | Male | | Female | | Other | |
|------------------|--------------------------------|--------------|--------------|---------------|------------|---------------|----------|--------------|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) | No. (D) | % (D/A) |
| EMPLOYEES | | | | | | | | |
| 1. | Permanent (E) | 3,440 | 2,685 | 78.05% | 754 | 21.92% | 1 | 0.03% |
| 2. | Other than Permanent (F) | 446 | 360 | 80.72% | 86 | 19.28% | 0 | 0% |
| 3. | Total employees (E + F) | 3,886 | 3,045 | 78.36% | 840 | 21.62% | 1 | 0.03% |
| WORKERS | | | | | | | | |
| 4. | Permanent (G)* | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5. | Other than Permanent (H)** | 298 | 263 | 88.26% | 35 | 11.74% | 0 | 0% |
| 6. | Total workers (G + H) | 298 | 263 | 88.26% | 35 | 11.74% | 0 | 0% |

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

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

b. Differently-abled Employees and Workers

| Sr. No. | Particulars | Total (A) | Male | | Female | | Other | |
|------------------------------------|--|--------------|----------|-----------|----------|-------------|----------|-----------|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) | No. (D) | % (D/A) |
| DIFFERENTLY-ABLED EMPLOYEES | | | | | | | | |
| 1. | Permanent (E) | 1 | 0 | 0% | 1 | 100% | 0 | 0% |
| 2. | Other than Permanent (F) | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| 3. | Total differently-abled employees (E + F) | 1 | 0 | 0% | 1 | 100% | 0 | 0% |
| DIFFERENTLY-ABLED WORKERS | | | | | | | | |
| 4. | Permanent (G) | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5. | Other than permanent workers (H) | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| 6. | Total differently-abled workers (G + H) | 0 | 0 | 0% | 0 | 0% | 0 | 0% |

19. Participation/Inclusion/Representation of women

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

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

| | FY 2022-23 | | | | FY 2021-22 | | | | FY 2020-21 | | | |
|---------------------|------------|--------|-------|--------|------------|--------|-------|--------|------------|--------|-------|--------|
| | Male | Female | Other | Total* | Male | Female | Other | Total | Male | Female | Other | Total |
| Permanent Employees | 37.70% | 53.35% | 0% | 41.42% | 34.90% | 39.01% | 0% | 35.97% | 33.16% | 28.23% | 0% | 31.79% |
| Permanent Workers | - | - | - | - | - | - | - | - | - | - | - | - |

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

V. Holding, subsidiary and associate companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Refer to Board's Report as part of this Annual Report, FY23, page 48-51 for information on holding / subsidiary / associate companies / joint ventures.

VI. CSR

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/ No)- Not applicable for FY23.

(ii) Turnover (in Rs.): INR 47,074.18 Mn

(iii) Net worth (in Rs.): INR 207,303.92 Mn

VII. Transparency and Disclosure Compliances

23. 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 redressal policy) | FY 2022-23 | | | FY 2021-22 | | |
|---|---|--|--|---|--|--|---|
| | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | Yes: Link | 0 | 0 | Legal cases filed before any court of law have been considered. | 0 | 0 | Legal cases filed before any court of law have been considered. |
| Investors (other than shareholders) | Yes: Link | - | - | Not applicable | - | - | Not applicable |
| Shareholders | Yes: Link | 419 | 1 | Complaints filed on the NSE and BSE have been considered. | 113 | 0 | Complaints filed on the NSE and BSE have been considered. |

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy) | FY 2022-23 | | | FY 2021-22 | | |
|--|--|--|--|---|--|--|---|
| | | 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 |
| Employees and workers | Yes (Links: POSH Policy , Vigil Mechanism and Whistleblower Policy) | 35 | 0 | POSH and whistleblower complaints have been considered. | 20 | 0 | POSH and whistleblower complaints have been considered. |
| Customers (End-users and restaurant partners) | Yes: Link | 55 | 75 | Legal cases filed before various courts have been considered. | 29 | 36 | Legal cases filed before various courts have been considered. |
| Value chain partners (Delivery partners and suppliers/vendors) | Yes: Link | 6 | 10 | Legal cases filed before various courts have been considered. | 5 | 4 | Legal cases filed before any court of law have been considered. |
| Other (please specify) | - | | | | | | |

24. Overview of the entity’s material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

| Sr.No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---|--|---|--|--|
| 1. | Environment Climate change, GHG emissions and energy efficiency in operations | Risk | Risk- Climate change, lack of management of GHG emissions and energy efficiency in operations pose a significant risk to business due to rising temperature, changes in precipitation patterns, extreme weather events and evolving regulatory requirements. | Our climate risk management measures- <ul style="list-style-type: none"> Migration to EV-based deliveries- Our emissions profile is dominated by emissions from transportation undertaken by delivery partners. We have signed partnership agreements with EV OEMs and service operators to enable delivery partners to transition to EVs so we can offer 100% EV-based deliveries by 2030. As of March 2023, we had an active EV delivery fleet of ~13,500 vehicles which is 3x the number compared to March 2022. Purchase of IRECs and carbon offsets- In FY23, we maintained net greenhouse gas emissions from our operations (classified as Scope 1, 2) at zero by procuring International Renewable Energy Certificates (IRECs) covering 100% of our electricity consumption (Scope 2). We also purchased verified carbon removal offsets equivalent to 100% of our Scope 1 emissions. Initiatives for delivery partners- We have taken various initiatives to help protect delivery partners, such as investing in high quality water-proof rain apparel. Additionally, we have installed Automatic Weather Stations (AWS) in select cities to better respond to adverse weather conditions. | Negative implications- Failure to address climate-related risks or non-compliance with the applicable regulations may lead to penalties, decreased customer preference, resulting in negative financial impact. |

| Sr.No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---|--|---|---|---|
| 2. | <p>Social</p> <p>Talent attraction and human capital development</p> | Risk | <p>Risk- Lack of talent with required skills, high attrition and low human capital development may result in business disruptions, negative impact on reputation, and may limit the Company's ability to achieve its business goals.</p> | <ul style="list-style-type: none"> • Hiring procedures - Zomato has a structured mechanism in place to identify suitable talent with required skills through campus hiring, participation in job fairs, internal employee referrals, periodic hiring drives and partnering with independent external organisations. • Benchmarking of employee benefits - Periodically, benchmarking of employee benefits and salary is done to ensure that benefits provided to employees are in line with industry standards. Regular training and workshops are conducted for employees to facilitate learning and development of employees. • Grievance redressal mechanism - A transparent grievance redressal mechanism is in place for managing employee grievances related to sexual harassment, whistleblower complaints, human rights, etc. • Diversity - Zomato has an Equal Opportunity, Diversity and Inclusion policy. The company offers equal Parental Leave for all parents, irrespective of gender, Period Leaves for female and transgender employees, Gender Reassignment Surgery Cover as part of its employee medical insurance plan, and Employee Resource Groups (ERGs) for parents, mothers, and members and allies of the LGBTIQ+ community. Further, in July 2023, Zomato became a signatory to the UN Women's Empowerment Principles, and a supporter of the UN Standards of Conduct for Business Tackling Discrimination against LGBTIQ+ People. | <p>Negative implications- Shortage of talent, high attrition, skills obsolescence may lead to business disruption and loss of intellectual capital, impact operational efficiency and productivity resulting in negative financial impact.</p> |
| 3. | <p>Social</p> <p>Health and safety of delivery partners</p> | Risk | <p>Risk- Lack of adequate health and safety measures for delivery partners may result in business disruption, injuries or casualties, higher attrition, legal action, reputational damage, etc.</p> | <ul style="list-style-type: none"> • Training- All delivery partners have to mandatorily complete a road safety training module at the time of onboarding. Further, we conduct periodic awareness programs and training on health & safety for our delivery partners in collaboration with local authorities. • SOS service- SOS services are available to provide immediate support to delivery partners in case of emergencies, including accidents, vehicle breakdown, etc. Additionally, ambulance services have also been introduced in select cities to provide immediate and free ambulance services to delivery partners. • Insurance coverage- All delivery partners active on the platform are provided with free accidental and medical insurance cover along with disability/ death benefits. • Others- Zomato has introduced a Shelter Project to provide resting points for delivery partners. Further, delivery partners have been provided high quality waterproof apparel for protection from rain. Zomato has also installed Automatic Weather Stations (AWS) to better respond to adverse weather conditions in select cities. | <p>Negative implications- Failure to provide a healthy and safe work environment may result in serious work related injuries, casualties, lawsuits, reputational damage, business disruption, resulting in negative financial impact.</p> |

| Sr.No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|--|--|--|---|--|
| 4. | Governance Customer data protection, information & cyber security | Risk | Risk- Cyber security incidents or data breaches pose a major threat to the safety and privacy of confidential information of Zomato and its key stakeholders, including personally identifiable information (PII) which may lead to loss of stakeholder trust, reputational damage and legal liabilities. | <ul style="list-style-type: none"> • Information security framework- The company has formulated an information security framework to protect Zomato's information from unauthorised access and external threats and has put in place a dedicated security team to monitor the same. • ISO certification- Zomato is committed to adhering to global best practices for data protection and has secured ISO 27001 certification for the management of information security. • Periodic assessment- The company has a review mechanism in place to evaluate the security position of the company including independent assessment, such as audits, Vulnerability Assessment and Penetration Testing (VAPT) assessments, third-party reviews, bug bounty programs, etc. | Negative implications- Inadequate mitigation measures may lead to data breach or loss of confidential information, resulting in negative financial impact. |
| 5. | Governance Management of key stakeholders (End-users, restaurant partners and delivery partners) | Risk | Risk- Ineffective management of our key stakeholder expectations, and inadequate redressal of grievances may lead to dissatisfaction resulting in business disruption, loss of trust, impact on reputation and long-term growth, among others. | <ul style="list-style-type: none"> • Feedback mechanism- Feedback mechanism in place wherein key stakeholders can share their feedback basis which corrective actions are taken, if required. • Dedicated support system- Dedicated support teams are available to provide required information, facilitate support and resolve key stakeholder queries/ grievances. • Training- Periodic awareness programs are undertaken with delivery partners to make them aware of how to use the delivery partner mobile application, raise grievances, raise insurance claims, etc. | Negative implications- Ineffective key stakeholder management may result in stakeholder dissatisfaction or reputational impact, having an overall negative impact. |
| 6. | Governance Corporate governance | Opportunity | Opportunity- Robust governance practices may enhance reputation, minimise risks, prevent financial mismanagement, increase stakeholder confidence and promote sustainable growth. | <ul style="list-style-type: none"> • Policy framework- Company has formulated a policy framework to promote ethical conduct by employees throughout the organisation • Governance mechanism- The Company has formulated an Audit Committee and Risk Management Committee to provide oversight and governance. • Compliance- The Company has implemented a compliance tool to ensure real time monitoring of regulations and its compliance. • Whistleblower mechanism- The Company has established a whistleblower mechanism for reporting of any concerns and potential wrongdoing without any adverse consequences or fear of retaliation. | Positive implication- Effective governance and responsible business practices ensures efficient and structured decision-making and improved risk management, leading to competitive advantage, lower risk of financial irregularities / leakages, low risk of regulatory non-compliance, etc. |

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions

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Policy and Management Processes

| | | | | | | | | | |
|---|---|---|--|---|---|--|--|---|---|
| 1. a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| b) Has the policy been approved by the Board? (Yes/No) | Y | N | Y | N | Y | N | N | Y | N |
| c) Web - link of the Policies, if available | Refer to the below policies: <u>Vigil Mechanism and Whistleblower Policy</u> <u>Code of Conduct for Employees</u> <u>Anti-Bribery and Anti-Corruption Policy</u> | (Approved by the Board in May 2023) Refer to the below policy: <u>Business Partner/Supplier Code of Conduct</u> | Refer to the below policies: <u>Human Rights Policy</u> <u>Prevention of Sexual Harassment Policy</u> <u>Health & Safety Policy</u> <u>Equal Opportunity, Diversity and Inclusion Policy</u> | (Approved by the Board in May 2023) Refer to the below policies: <u>Stakeholder & Grievance Management Policy</u> | Refer to the below policies: <u>Nomination and Remuneration Policy</u> <u>Human Rights Policy</u> | (Approved by the Board in May 2023) Refer to the below policy: <u>Environmental Policy</u> | Refer to the below policy: <u>Code of Conduct for Employees</u> | Refer to the below policies: <u>Corporate Social Responsibility Policy</u> <u>Stakeholder & Grievance Management Policy</u> | (Approved by the Board in May 2023) Refer to the below policies: <u>Information Security Policy</u> <u>Code of Conduct for Employees</u> <u>Business Partner/Supplier Code of Conduct</u> |
| 2. Whether the entity has translated the policy into procedures. (Yes / No) | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No)* | Y | Y | Y | Y | Y | Y | N | Y | Y |

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Policy and Management Processes

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.

| | | | | | | | | |
|---|---|---|--|--|--|--|--|--|
| Employee CoC is aligned with the UN Guiding Principles on Business and Human Rights. Anti-Bribery and Anti-Corruption Policy is aligned with the Ten Principles of the UN Global Compact. | Business Partner/ Supplier CoC is aligned with the UN Guiding Principles on Business and Human Rights (UNGPs), Ten Principles of the UN Global Compact. | Health & Safety Policy is aligned with the requirements of ISO 45001. Human Rights and Equal Opportunity, Diversity and Inclusion Policies are aligned with the UN Guiding Principles on Business and Human Rights and the Ten Principles of the UN Global Compact. | Our stakeholders have been identified as per the AA1000 Stakeholder Engagement Standard. | Human Rights Policy is aligned with the UN Guiding Principles (UNGC) on Business and Human Rights and Principles of the UN Global Compact. | Environment Policy is aligned with the requirements of the ISO 14001 standard. | Employee CoC is aligned with the UN Guiding Principles on Business and Human Rights. | Our stakeholders have been identified as per the AA1000 Stakeholder Engagement Standard. | Information Security Policy is aligned with the requirements of ISO 27001. |
|---|---|---|--|--|--|--|--|--|

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

Zomato's specific targets and goals for Principle 6 are outlined below-
Our GHG Emission Reduction Commitments

- To address our Scope 3 emissions, we have committed to 100% EV-based deliveries by 2030 and we have joined the Climate Group's EV100 initiative.

Our Waste Reduction and Recycling Commitments

- We have committed to 100% plastic neutral deliveries which means we will voluntarily recycle more than 100% of all plastic utilised by restaurants in the packaging of food delivery orders placed by customers (end - users) on our platform from April 2022 onwards.
- We will deliver 100 million eco-friendly meals, i.e. without plastic packaging by 2025
- We will educate 1 million end-users and 100,000 restaurant partners on sustainable packaging, waste reduction and recycling by end of 2025

Note: The above commitments have been formulated for Zomato Limited on a standalone basis.

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Policy and Management Processes

Against our GHG Emission Reduction Commitments

- 6. **Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.**
 - In March 2023, we had onboarded ~13,500 EV-based delivery partners, 3x increase over the number of EV-based delivery partners in March 2022. While this is still only 4.3% of the average monthly active delivery partners for Q4FY23 for Zomato, we have signed partnerships with over 50 players in the EV ecosystem with the target of onboarding 100,000 EV-based delivery partners in the next 2 years.
 - Additionally, in FY23, we maintained net greenhouse gas emissions from our operations (classified as Scope 1, 2) at zero by procuring International Renewable Energy Certificates (IRECs) covering 100% of our electricity consumption (Scope 2). We also purchased verified carbon removal offsets equivalent to 100% of our Scope 1 emissions.

Against our Waste Reduction and Recycling Commitments

- Zomato voluntarily recycled 20,000 MT of plastic waste in FY23, more than 2X the amount of plastic used by restaurants for packaging orders as per an independent external assessment fully meeting the target of 100% plastic neutral deliveries in FY23
- We are in the process of engaging relevant subject matter experts and external partners to support implementation of our commitments against eco-friendly deliveries and education campaigns for customers (end-users) and restaurant partners to meet our commitments.

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)

If one looks up the United Nations definition of sustainable development, it is described as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs”.

We want to build a Zomato that outlives the current generation and that continues to positively contribute to society and the environment, long after we have left the planet.

- Deepinder Goyal, CEO, Zomato Limited

For details on ESG related challenges, targets and achievements, please refer to pages 24-29 of the Annual Report

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

Deepinder Goyal, CEO

Yes.

The CSR committee at Zomato also undertakes responsibility for sustainability related matters including climate. The CSR committee is represented by the below members:

- Deepinder Goyal, Chief Executive Officer (Chairperson)
- Namita Gupta, Non Executive and Independent Director
- Aparna Popat Ved, Non Executive and Independent Director
- Gunjan Tiлак Raj Soni, Non Executive and Independent Director

Relevant members of the senior management at Zomato, looking after various aspects of sustainability, report on sustainability achievements and progress to the CSR Committee.

10. Details of Review of NGRBCs by the Company

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee | | | | | | | | | Frequency (Annually/Half yearly/Quarterly/ Any other-please specify) |
|--------------------|---|----|----|----|----|----|----|----|----|--|
| | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | |

| | | | | | | | | | | |
|---|------------------------|---|------------------------|------------------------|------------------------|------------------------|----------|---|---------------------|-----------|
| Performance against above policies and follow up action | Committee of the Board | - | Committee of the Board | Committee of the Board | Committee of the Board | Committee of the Board | Director | - | Any other committee | Annually |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances | Committee of the Board | - | Committee of the Board | Committee of the Board | Committee of the Board | Committee of the Board | Director | - | Any other committee | Quarterly |

| | | | | | | | | | |
|---|----|---------------------------------|----|--|--|----|----|----|--|
| 11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency. | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| N | N | Y - TUV SUD South Asia Pvt Ltd. | N | Y - KPMG Assurance and Consulting Services LLP** | Y - Ernst & Young Associates LLP & Indian Pollution Control Association (IPCA) | N | N | N | Y - We have received ISO 27001 for our Information Security Management System from TUV SUD South Asia Pvt Ltd. |

*For Q3 - Our value chain partners include suppliers/ vendors and delivery partners. All the policies extending to value chain partners may not be relevant for delivery partners who are governed by the 'Delivery Partner Terms and Conditions'.

**KPMG Assurance and Consulting Services LLP conducted human rights risk assessment for operations of Zomato Limited, scope covering employees and workers, for FY23.

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

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

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

SECTION C – PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle 1 – Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

Essential Indicators

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

| Segment | Total number of training and awareness programmes held | Topics/ principles covered under the training and its impact | % of persons in respective category covered by the awareness programmes |
|------------------------------------|--|--|---|
| Board of Directors | 1 | BRSR principles | 100% |
| Key Managerial Personnel | 4 | BRSR principles, Health & Safety, Human Rights, Security Awareness | 100% |
| Employees other than BoDs and KMPs | 2* | Human Rights and POSH | 94.80% |
| Workers | | Not applicable | |

*In addition, we also conduct other training and awareness programmes for subsets of our employees on various topics, including health and safety, security awareness, anti-bribery and anti-corruption and prevention of insider training.

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

| Monetary | | | | | |
|-----------------|-----------------|---|-----------------|-------------------|--|
| | NGRBC principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (in INR) | Brief of the case | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine | | | | | |
| Settlement | | | None. | | |
| Compounding fee | | | | | |

| Non-Monetary | | | |
|--------------|-----------------|---|--|
| | NGRBC principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Has an appeal been preferred? (Yes/No) |
| Imprisonment | | | |
| Punishment | | | None. |

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

Case Details

Name of the regulatory/ enforcement agencies/ judicial institutions

Not applicable

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

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

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

The anti-corruption and anti-bribery policy is available on our website: [Link to the policy](#)

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

| | FY 2022-23 | FY 2021-22 |
|------------|-------------------|-------------------|
| Directors | 0 | 0 |
| KMPs | 0 | 0 |
| Employees* | 0 | 0 |
| Workers | 0 | 0 |

*The Permanent category of employees and workers has been considered in questions where only 'employees' or 'workers' is mentioned throughout this report.

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

| | FY 2022-23 | | FY 2021-22 | |
|--|-------------------|----------------|-------------------|----------------|
| | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0 | - | 0 | - |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | 0 | - | 0 | - |

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

Not applicable- No such cases have been reported.

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

1. **Percentage of R&D and capital expenditure (CAPEX) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

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

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

Yes. We are a technology platform and we do not source raw materials.

However, Zomato has a Business Partner/ Supplier Code of Conduct that sets out fundamental values and integrity levels of business conduct for business partners/ suppliers. The Business Partner/ Supplier Code of Conduct covers various environment, social and governance aspects, such as labour and human rights, anti-bribery, anti-corruption, data protection, data privacy and compliance with all applicable environmental laws and regulations.

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

Not applicable.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

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

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).**

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable.

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

Essential Indicator

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

| Category | % of employees covered by | | | | | | | | | | |
|---------------------------------------|---------------------------|------------------|-------------|--------------------|-------------|--------------------|----------------|--------------------|----------------|----------------------|---------------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day care facilities* | |
| | | Number (B) | % (B/A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/A) | Number (F) | % (F/A) |
| Permanent employees | | | | | | | | | | | |
| Male | 2,685 | 2,685 | 100% | 2,685 | 100% | Not applicable | Not applicable | 2,685 | 100% | 2,510 | 93.48% |
| Female | 754 | 754 | 100% | 754 | 100% | 754 | 100% | Not applicable | Not applicable | 710 | 94.16% |
| Total** | 3,440 | 3,440 | 100% | 3,440 | 100% | 754 | 100% | 2,685 | 100% | 3,221 | 93.63% |
| Other than Permanent employees | | | | | | | | | | | |
| Male | 360 | 360 | 100% | 360 | 100% | Not applicable | Not applicable | 360 | 100% | 265 | 73.61% |
| Female | 86 | 86 | 100% | 86 | 100% | 86 | 100% | Not applicable | Not applicable | 79 | 91.86% |
| Total | 446 | 446 | 100% | 446 | 100% | 86 | 100% | 360 | 100% | 344 | 77.13% |

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

- In-house daycare facility is available at our Gurgaon Corporate Office.
- Partnerships with Poddar Jumbo Kids and IPSAA provide access to employees to daycare facilities (at a discounted rate) near our office premises across various locations.
- As part of our Parental Leave Policy, we also provide a list of daycare facilities to our employees.

**One employee who falls under the 'Other' gender in the permanent employee category is included in the total count above. The employee is covered by the above mentioned benefits.

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

| Category | % of workers covered by | | | | | | | | | | |
|-------------------------------------|-------------------------|------------------|-------------|--------------------|-------------|--------------------|----------------|--------------------|----------------|---------------------|----------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day care facilities | |
| | | Number (B) | % (B/A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/A) | Number (F) | % (F/A) |
| Permanent workers | | | | | | | | | | | |
| Male | - | - | - | - | - | - | - | - | - | - | - |
| Female | - | - | - | - | - | - | - | - | - | - | - |
| Total | - | - | - | - | - | - | - | - | - | - | - |
| Other than Permanent workers | | | | | | | | | | | |
| Male | 263 | 263 | 100% | 263 | 100% | Not applicable | Not applicable | - | - | - | - |
| Female | 35 | 35 | 100% | 35 | 100% | 35 | 100% | Not applicable | Not applicable | - | - |
| Total | 298 | 298 | 100% | 298 | 100% | 35 | 100% | - | - | - | - |

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

| Benefits | FY 2022-23 | | | FY 2021-22 | | |
|-------------------------|--|--|--|--|--|--|
| | 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* | 98.44% | Not applicable | Y | 97.34% | Not applicable | Y |
| Gratuity | 100% | Not applicable | Not applicable | 100% | Not applicable | Not applicable |
| ESI** | 100% | Not applicable | Y | 100% | Not applicable | Y |
| Others – please specify | - | - | - | - | - | - |

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

** The above percentage represents data for eligible employees at the end of the financial year. Out of the total headcount, 12 employees as at 31 March 2023 and 14 employees as at 31 March 2022 were eligible for ESI.

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.

As a company, we are committed to meeting the requirements of the Rights of Persons with Disabilities Act of 2016, and are actively supporting the needs of individuals with disabilities. In our Gurgaon corporate office, we have implemented a number of accessibility measures, including ramps, differently-abled friendly elevators, all gender accessible toilets, and accessible parking. Additionally, we are conducting an assessment on how to make our other offices more accessible to differently-abled employees and workers.

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

Yes. Zomato has an Equal Opportunity, Diversity and Inclusion Policy to foster, cultivate and preserve a culture of diversity, equity and inclusion. ([Link to the policy](#))

5. Return to work and Retention rates of permanent employees and workers that took parental leave in FY23.

| Gender | Permanent employees | | Permanent workers | |
|--------------|---------------------|----------------|---------------------|----------------|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 96.77% | 63.16% | - | - |
| Female | 100% | 58.33% | - | - |
| Others | - | - | - | - |
| Total | 97.47% | 61.73% | - | - |

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

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

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

| Category | FY 2022-23 | | | FY 2021-22 | | |
|----------------------------------|---|---|-----------|---|---|-----------|
| | Total employees/ workers in the respective category (A) | No. of employees/ workers in the respective category, who are part of the association(s) or Union (B) | % (B/A) | Total employees/ workers in the respective category (C) | No. of employees/ workers in the respective category, who are part of the association(s) or Union (D) | % (D/C) |
| Total permanent employees | 3,440 | 0 | 0% | 3,451 | 0 | 0% |
| Male | 2,685 | 0 | 0% | 2,562 | 0 | 0% |
| Female | 754 | 0 | 0% | 888 | 0 | 0% |
| Other | 1 | 0 | 0% | 1 | 0 | 0% |
| Total permanent workers | - | - | - | - | - | - |
| Male | - | - | - | - | - | - |
| Female | - | - | - | - | - | - |
| Other | - | - | - | - | - | - |

8. Details of training given to employees and workers.

| Category | FY 2022-23 | | | | | FY 2021-22 | | | | |
|------------------|--------------|-------------------------------|---------------|----------------------|---------------|--------------|-------------------------------|-----------|----------------------|-----------|
| | Total (A) | On health and safety measures | | On skill upgradation | | Total (D) | On health and safety measures | | On skill upgradation | |
| | | No. (B) | % (B/A) | No.(C) | %(C/A) | | No. (E) | %(E/D) | No. (F) | %(F/D) |
| Employees | | | | | | | | | | |
| Male | 2,685 | 2,481 | 92.40% | 2182 | 81.27% | 2,562 | 0 | 0% | 0 | 0% |
| Female | 754 | 679 | 90.05% | 620 | 82.23% | 888 | 0 | 0% | 0 | 0% |
| Others | 1 | 1 | 100% | 1 | 100% | 1 | 0 | 0% | 0 | 0% |
| Total | 3,440 | 3,161 | 91.89% | 2803 | 81.48% | 3,451 | 0 | 0% | 0 | 0% |
| Workers | | | | | | | | | | |
| Male | - | - | - | - | - | - | - | - | - | - |
| Female | - | - | - | - | - | - | - | - | - | - |
| Others | - | - | - | - | - | - | - | - | - | - |
| Total | - | - | - | - | - | - | - | - | - | - |

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

| Category | FY 2022-23 | | | FY 2021-22 | | |
|------------------|--------------|--------------|-------------|--------------|--------------|-------------|
| | Total (A) | No. (B) | %(B / A) | Total (C) | No. (D) | %(D / C) |
| Employees | | | | | | |
| Male | 2,685 | 2,685 | 100% | 2,562 | 2,562 | 100% |
| Female | 754 | 754 | 100% | 888 | 888 | 100% |
| Others | 1 | 1 | 100% | 1 | 1 | 100% |
| Total | 3,440 | 3,440 | 100% | 3,451 | 3,451 | 100% |
| Workers | | | | | | |
| Male | - | - | - | - | - | - |
| Female | - | - | - | - | - | - |
| Others | - | - | - | - | - | - |
| Total | - | - | - | - | - | - |

10. Health and safety management system

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?**

Yes. Owing to the nature of our business, we operate out of offices that do not pose high levels of health and safety risks to our business.

However, since we are committed to achieving high standards of health and safety, all the offices in the reporting boundary have implemented a health & safety management system. All office buildings in the reporting boundary are designed safe and are equipped with safety systems such as fire detection,

fire fighting system, safe means of escape, assembly point, emergency evacuation plan, etc. We have also circulated health and safety awareness posters to our workforce. Our facilities and administration team regularly check the compliance of the safety system and ensure its functionality.

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

Our offices are not exposed to high levels of health and safety risks and hence, we operate in a healthy and safe working environment.

We have conducted a comprehensive hazard identification and risk assessment (HIRA) study with the help of an independent external expert to identify risks associated with work-related hazards in our premises. HIRA study has been conducted in the Gurgaon office. Our nature of business is such that it does not have any hazardous process or activity, hence there is no significant or high risk identified. For medium and low risks, we have taken adequate safety measures such as regular maintenance of fire systems, safety signages in office floors, availability of first aid box and medical room, fire emergency doors at every floor, approved electrical installations etc. to ensure safety of our employees.

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

Yes. Employees and workers can report work-related hazards to a dedicated team, including administration and facilities teams. We also have an Environment, Health and Safety (EHS) Lead to monitor health and safety of employees at the workplace and also implement measures to enhance current systems and practices.

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

Yes. Zomato provides its workforce with diverse non-occupational medical and healthcare benefits. This includes group medical insurance, accidental insurance, free medical consultations, discounted diagnostic tests, discounts on medicines, insurance coverage for gender reassignment surgery and even therapy treatment for autism along with other wellness programmes. These benefits are extended to spouse/ partner, and up to 2 dependent children of the employees as well.

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

| Safety incident/ number | Category | FY 2022-23 | FY 2021-22 |
|---|-----------|----------------|----------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked) | Employees | 0 | 0 |
| | Workers | Not applicable | Not applicable |
| Total recordable work-related injuries | Employees | 0 | 0 |
| | Workers | Not applicable | Not applicable |
| No. of fatalities | Employees | 0 | 0 |
| | Workers | Not applicable | Not applicable |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | 0 | 0 |
| | Workers | Not applicable | Not applicable |

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

Zomato is committed to protecting and supporting the health, safety, and wellbeing of its employees. We have put in place policies and procedures to secure an accident-free, healthy and safe workplace. Below highlights some of the key initiatives to encourage a healthy and safe working environment-

- Fire detection and fighting systems
- Fire and evacuation drills
- First-aid kits
- Medical room in Gurgaon office
- COVID-19 measures, including availability of sanitizers, PPEs, rapid antigen testing and treatment coverage in medical insurance
- Group health insurance
- Group personal accident insurance
- Discounts on diagnostic services
- Free telehealth and medical consultation
- Dental consultations and free vision checkups
- Wellness leaves and period leaves
- Mental wellness expert counselling
- Gym facilities in Gurgaon office
- Nutrition counselling

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

| | FY 2022-23 | | | FY 2021-22 | | |
|--------------------|-----------------------|---------------------------------------|--------------|-----------------------|---------------------------------------|--------------|
| | 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 | - | - | Not recorded | - | - | Not recorded |
| Health & safety | - | - | Not recorded | - | - | Not recorded |

14. Assessments for the year

| | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Health and safety practices | 100% |
| Working conditions | For Zomato's Corporate Office in Gurgaon, we have conducted a detailed occupational health & safety assessment by an independent external organisation. In addition, we also engaged another independent external organisation to conduct a Human Rights Assessment (including health and safety related practices and systems) for Zomato Limited. |

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.

HIRA study has been conducted in the Gurgaon office. Our nature of business is such that it does not have any hazardous process or activity, hence there is no significant or high risk identified. In FY23, there have been no reported safety-related incidents in the offices within the reporting boundary (this includes Gurgaon, Bangalore and Kolkata offices).

We are further strengthening our internal procedures basis the assessment conducted by the independent external organisation to prevent any potential risks, including the below-

- Procedures for safety incident management including incident monitoring, investigation and reporting
- Increasing awareness of health and safety related issues
- Establishing emergency response and preparedness measures

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

- **Employees:** Yes, All employees are covered by a group accident insurance policy that offers compensation to their family in the event of the death of employees due to an accident.
- **Workers:** Not applicable.

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

Essential Indicators

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

In line with the AA1000 Stakeholder Engagement Standard, we have analysed our internal and external environment to identify stakeholders including individuals, groups of individuals or organisations-

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

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

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

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

| Stakeholder group | Whether identified as vulnerable & marginalised group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other | Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---------------------------------|--|---|--|--|
| Employees | No | <ul style="list-style-type: none"> Employee newsletters Intranet portal Employee resource groups Internal communication channel Employee townhalls Employee surveys Performance reviews Dedicated email | Ongoing/ Continuous | <ul style="list-style-type: none"> Employee benefits Employee recognition Learning and development Health, safety and well-being Performance review and career development |
| Customers (end-users) | No | <ul style="list-style-type: none"> Zomato app and website Customer service support Customer satisfaction survey Social media channels Email communication | Ongoing/ Continuous | <ul style="list-style-type: none"> Customer feedback Grievance redressal Resolution of their queries Advertising |
| Customers (Restaurant partners) | No | <ul style="list-style-type: none"> Zomato restaurant partner application Zomato dashboard Dedicated email Account managers Social media channels | Ongoing/ Continuous | <ul style="list-style-type: none"> Onboarding support Resolving queries Grievance redressal Discussions on ensuring safe deliveries Enhancing user experience Capturing feedback Creating and updating menu, pricing, promotions, etc. Understanding and activating growth levers - e.g. advertising |
| Vendors | No | <ul style="list-style-type: none"> Face-to-face and electronic correspondence | Ongoing/ Continuous | <ul style="list-style-type: none"> Resolving queries Assessing performance Sharing requests and requirements |
| Delivery Partners (DPs) | No | <ul style="list-style-type: none"> Zomato Delivery Partner App Dedicated email Ids Hotline number for SOS calls from delivery partners. Regional Zomato Team Leader (TL) | Ongoing/ Continuous | <ul style="list-style-type: none"> Onboarding support Resolving queries Grievance redressal Safety and wellbeing Understanding their concerns to bring about changes Earnings and payout |
| Shareholders | No | <ul style="list-style-type: none"> Shareholder/ investor meetings Shareholder's letters and earnings calls | Periodic basis | <ul style="list-style-type: none"> Queries on financial and operational performance of the company Transparent disclosures of material events |
| Community/ Society | Yes | <ul style="list-style-type: none"> Voluntary community initiatives | Based on schedule for the said activity | <ul style="list-style-type: none"> Community development |

Leadership Indicators

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

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

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

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

- **Social**

On the basis of feedback received from delivery partners we launched the Shelter Project in FY23 to provide rest facilities for delivery partners across the industry. These rest points are more than just a place to take a break between deliveries, and provide access to additional facilities such as clean drinking water, phone-charging stations, access to washrooms, high-speed internet, a 24x7 helpdesk, first-aid support, etc. We believe that by providing a space for delivery partners to rest, recharge, and take a moment for themselves, we can create an environment that promotes better physical and mental health.

- **Environment**

While restaurant partners are responsible for the choice of packaging used for food delivery, in response to concerns from end-users regarding plastic pollution, Zomato voluntarily designed and launched a 100% Plastic Neutral Deliveries initiative. Under this initiative, we recycle waste plastic collected from about 28 states in a proportion that is equal to or more than the weight of plastic associated with food deliveries. Under this voluntary initiative, we recycled 20,000 MT of waste plastic in FY23.

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

Two examples of how Zomato is engaging with vulnerable stakeholder groups-

- We have launched a differently-abled Delivery Partner initiative which we announced on World Disability Day (3.12.22) under which we aim to support the onboarding of 300 differently-abled delivery partners by December 2023, so they can earn supplementary income by undertaking deliveries. In addition to waiving the onboarding fees, we have sensitised fleet coaches and assigned a project manager to address their concerns and challenges. In Q4FY23, we onboarded more than 100 differently-abled delivery partners who have undertaken ~9000 deliveries during the quarter.
- Zomato has provided infrastructure on Zomato's platform to enable customers to make contribution(s) towards Feeding India at the checkout page on Zomato's platform. The contributions made by the customers are sent to Feeding India for their various initiatives including initiatives to eradicate hunger and improve malnutrition outcomes in India.

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 2022-23 | | | FY 2021-22 | | |
|------------------------------|--------------|--|---------------|--------------|--|-----------|
| | Total (A) | No. of employees / workers covered (B) | % (B / A) | Total (C) | No. of employees / workers covered (D) | % (D / C) |
| Employees* | | | | | | |
| Permanent | 3,440 | 3,261 | 94.80% | 3,451 | 0 | 0% |
| Other than permanent | 446 | 358 | 80.27% | 813 | 0 | 0% |
| Total employees | 3,886 | 3,619 | 93.13% | 4,264 | 0 | 0% |
| Workers | | | | | | |
| Permanent | 0 | 0 | 0% | 0 | 0 | 0% |
| Other than permanent workers | 298 | 274 | 91.95% | 153 | 0 | 0% |
| Total workers | 298 | 274 | 91.95% | 153 | 0 | 0% |

*For employees, training on Human Rights has been conducted via posters and videos circulated via our internal channel. In addition, POSH training has been conducted at the time of induction. For other than permanent workers, Human Rights training has been conducted through in-person training via videos.

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

| Category | FY 2022-23 | | | | | FY 2021-22 | | | | |
|-----------------------------|--------------|-----------------------|-------------|------------------------|-------------|--------------|-----------------------|--------------|------------------------|---------------|
| | Total (A) | Equal to minimum wage | | More than minimum wage | | Total (D) | Equal to minimum wage | | More than minimum wage | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | | No. (E) | % (E/D) | No. (F) | % (F/D) |
| Employees | | | | | | | | | | |
| Permanent | 3,440 | 0 | 0% | 3,440 | 100% | 3,451 | 0 | 0% | 3,451 | 100% |
| Male | 2,685 | 0 | 0% | 2,685 | 100% | 2,562 | 0 | 0% | 2,562 | 100% |
| Female | 754 | 0 | 0% | 754 | 100% | 888 | 0 | 0% | 888 | 100% |
| Other | 1 | 0 | 0% | 1 | 100% | 1 | 0 | 0% | 1 | 100% |
| Other than permanent | 446 | 0 | 0% | 446 | 100% | 813 | 23 | 2.83% | 790 | 97.17% |
| Male | 360 | 0 | 0% | 360 | 100% | 690 | 23 | 3.33% | 667 | 96.67% |
| Female | 86 | 0 | 0% | 86 | 100% | 123 | 0 | 0% | 123 | 100% |
| Other | 0 | 0 | 0% | 0 | 0% | 0 | 0 | 0% | 0 | 0% |
| Workers | | | | | | | | | | |
| Permanent | - | - | - | - | - | - | - | - | - | - |
| Male | - | - | - | - | - | - | - | - | - | - |
| Female | - | - | - | - | - | - | - | - | - | - |
| Others | - | - | - | - | - | - | - | - | - | - |
| Other than permanent | 298 | 298 | 100% | 0 | 0% | 153 | 153 | 100% | 0 | 0% |
| Male | 263 | 263 | 100% | 0 | 0% | 136 | 136 | 100% | 0 | 0% |
| Female | 35 | 35 | 100% | 0 | 0% | 17 | 17 | 100% | 0 | 0% |
| Others | 0 | 0 | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0% |

*Data reported is as at end of the financial year.

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

| FY 2022-23 | Male | | Female | |
|----------------------------------|----------------|--|--------|---|
| | Number | Median remuneration/salary/wages of respective category* | Number | Median remuneration/salary/wages of respective category |
| Board of Directors (BoD)** | 3 | INR 44,00,000*** | 4 | INR 37,50,000 |
| Key managerial personnel | 2 | NIL**** | 1 | INR 52,41,999***** |
| Employees other than BoD and KMP | 2,683 | INR 10,00,000 | 753 | INR 10,50,000 |
| Workers | Not applicable | | | |

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

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

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

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

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

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

Yes.

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

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

- The Chief People Officer is responsible for the supervision of the Human Rights Policy.
- Instances related to human rights can be reported on a dedicated email ID.
- All complaints are kept confidential and investigated promptly.
- In addition, we have a grievance mechanism in place for our value chain partners to report instances related to human rights.

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

| | FY 2022-23 | | | FY 2021-22 | | |
|-----------------------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | 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 | 4 | 0 | - | 2 | 0 | - |
| Discrimination at workplace | 0 | 0 | - | 0 | 0 | - |
| Child labour | 0 | 0 | - | 0 | 0 | - |
| Forced labour/ Involuntary labour | 0 | 0 | - | 0 | 0 | - |
| Wages | 0 | 0 | - | 0 | 0 | - |
| Other human rights related issues | 0 | 0 | - | 0 | 0 | - |

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

Our commitment to prevent discrimination and harassment at workplace is demonstrated in our documented policies on Prevention of Sexual Harassment (POSH), Human Rights and Equal Opportunity, Diversity and Inclusion.

We are committed to protecting the complainant and ensuring no retaliation of any kind against anyone reporting good faith concerns. Anyone targeting such a person will be subjected to strict disciplinary actions. This protection is extended not only to the complainant but also to anyone who assists with or cooperates as part of an investigation.

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

No.

9. Assessments for the year.

| | % of your plants and offices that were assessed (by the entity or statutory authorities or third parties) |
|-----------------------------|---|
| Child labour | 100%. |
| Forced/ involuntary labour | We engaged an independent external organisation to conduct a Human Rights Assessment for Zomato Limited. |
| Sexual harassment | |
| Discrimination at workplace | The assessment included the below: |
| Wages | <ul style="list-style-type: none"> A diagnostic review of human rights systems, operating policies and procedures for the entire organisation. |
| Others – please specify | <ul style="list-style-type: none"> Focused discussion with HR representative to understand existing human rights systems and practices. Online human rights risk assessment survey was conducted covering sample employees in select locations. |

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

As per the results of the Human Rights Assessment conducted by an independent external organisation, there were no significant or high risks/ concerns of human rights related practices at Zomato. However, we are continuously strengthening our procedures to prevent any human rights violations, through training and awareness across our organisation.

Principle 6 – Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

| Parameter | FY 2022-23 | FY 2021-22 |
|--|--------------------------------|--------------------------------|
| Total electricity consumption (A) | 2379.72 GJ** | 1487.83 GJ |
| Total fuel consumption (B) | 118.19 GJ | 218.45 GJ |
| Energy consumption through other sources (C) | 0 | 0 |
| Total energy consumption (A+B+C) | 2497.91 GJ | 1706.28 GJ |
| Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) | 53.06 J / rupee of turnover | 47.25 J / rupee of turnover |
| Energy intensity (optional) – the relevant metric may be selected by the entity | - | - |

* Environment performance data in this report covers three offices on direct lease with more than 100 employees (Gurgaon, Kolkata and Bangalore).

** In FY23, Zomato moved its corporate headquarters to a larger facility in Gurgaon and employees returned to working from office. Hence, our electricity consumption increased.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?(Y/N) If yes, name of the external agency.

Yes. Energy and GHG emissions have been assured by an independent external assurance provider (Ernst & Young Associates LLP) for FY22 and FY23.

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 2022-23 | FY 2021-22 |
|--|---------------|---------------|
| Water withdrawal by source (in kilolitres)* | | |
| (i) Surface water | 0 | 0 |
| (ii) Groundwater | 0 | 0 |
| (iii) Third-party water (municipal water supplies) | 10,929 | 9,372 |
| (iv) Seawater / desalinated water | 0 | 0 |
| (v) Others | 317 | 101 |
| Total volume of water withdrawal (in kilolitres)(i + ii + iii + iv + v) | 11,246 | 9,473 |
| Total volume of water consumption (in kilolitres) | 11,246 | 9,473 |
| Water intensity per rupee of turnover (water consumed / turnover) | 2.39 kL/crore | 2.62 kL/crore |
| Water intensity (optional) - the relevant metric may be selected by the entity | - | - |

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

Yes, we have implemented a zero liquid discharge mechanism in our Corporate Office in Gurgaon. A sewage treatment plant (STP) is installed to recycle domestic wastewater and further reused for horticulture and flushing.

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

| Parameter | Unit | Q1 2022-23 | FY 2021-22 |
|---|---|------------|------------|
| NOx | We are a technology platform and do not have significant air emissions other than those arising from the operation of diesel generator sets during power outages. We do not own or rent DG sets in Gurgaon and Kolkata offices. We have two DG sets in our Bangalore office and currently we do not track air emissions. As per Karnataka Pollution Control Board, we fall under the 'white category' and are not required to test emissions. Going forward, to enable comprehensive BRSR reporting we will account for air emissions and report the same in FY24. | | |
| SOx | | | |
| Particulate matter (PM) | | | |
| Persistent organic pollutants (POP) | | | |
| Volatile organic compounds (VOC) | | | |
| Hazardous air pollutants (HAP) | | | |
| Others - ozone-depleting substances (HCFC - 22 or R-22) | | | |

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

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

| Parameter | Unit | FY 2022-23 | FY 2021-22 |
|---|---------------------------------|---|--|
| 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 CO2 equivalent | Gross: 7.80 tCO ₂ e Net: 0* | 15.19 tCO ₂ e |
| 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 CO2 equivalent | Gross: 469.03 tCO ₂ e Net: 0** | 314.52 tCO ₂ e |
| Total Scope 1 and Scope 2 emissions per rupee of turnover | Metric tonnes of CO2 equivalent | 0.0000000101293 tCO ₂ e / rupee of turnover | 0.0000000091307 tCO ₂ e/ rupee of turnover |

*The above numbers are after deducting the carbon removal offsets purchased.

**The above numbers are after deducting the International Renewable Energy Certificate (IREC) purchased.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency

Yes. GHG emissions have been assured by an independent external assurance provider (Ernst & Young Associates LLP) for FY22 and FY23.

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

Yes.

- **Migration to EV-based deliveries** - Our emissions profile is dominated by emissions from transportation undertaken by delivery partners. We are working towards 100% EV-based deliveries by 2030. We have signed partnership agreements with OEMs and service operators to help us achieve this objective. As of March 2023, we had an active EV delivery fleet of ~13,500 vehicles which is 3x the number compared to March 2022.
- **Purchase of IRECs and carbon offsets** - In FY23, we maintained net greenhouse gas emissions from our operations (classified as Scope 1, 2) at zero by procuring International Renewable Energy Certificates (IRECs) covering 100% of our electricity consumption (Scope 2). We also purchased verified carbon removal offsets equivalent to 100% of our Scope 1 emissions.

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

| Parameter | FY 2022-23 | FY 2021-22 |
|---|--|-------------------|
| Total waste generated (in metric tonnes)* | | |
| Plastic waste (A) | 5.06 | - |
| E-waste (B) | 2.98 | 0.06 |
| Bio-medical waste (C) | 0.65 | - |
| Construction and demolition waste (D) | 0 | 0 |
| 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) | Wet Waste= 7.26 Paper & Cardboard= 12.40 | - |
| Total (A+B + C + D + E + F + G + H) | 28.35 | 0.06 |

* In the above table, '-' denotes that data is not recorded for the respective waste category.

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

| Category of waste | FY 2022-23 | FY 2021-22 |
|---------------------------------|-------------------|-------------------|
| (i) Recycled | 10.17 | 0.06 |
| (ii) Re-used | 0 | - |
| (iii) Other recovery operations | 0 | - |
| Total | 10.17 | 0.06 |

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

| Category of waste | FY 2022-23 | FY 2021-22 |
|---------------------------------|-------------------|-------------------|
| (i) Incineration | 0.65 | - |
| (ii) Landfilling | 14.54 | - |
| (iii) Other disposal operations | 2.99 | - |
| Total | 18.18 | - |

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

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

Zomato has partnered with authorised waste recyclers for recycling and safe disposal of all waste generated from its office operations, in accordance with applicable laws and regulations. We are also committed to promoting environmental consciousness within our organisation. In FY23, we organised a

'Bring Your Own Bottle' initiative at our Corporate Headquarters in Gurgaon to eliminate the use of paper cups for drinking water purposes. This led to an elimination of ~30 kgs of paper cup waste in FY23.

Additionally, we are undertaking several initiatives to reduce and recycle waste generated outside our operational boundary.

One such initiative is the 'don't send cutlery' initiative on the food delivery app, which requires end-users to explicitly 'opt-in' for cutlery, if needed. This initiative has resulted in a reduction of restaurant orders sent with cutlery by about 70%, preventing the usage of single-use materials and reducing an estimated ~700 MT of cutlery waste for FY23.

Another major initiative we have taken is '100% Plastic Neutral deliveries'. While the choice of packaging used for food deliveries rests with our restaurant partners, we are committed to mitigating the impact of this packaging on the environment through voluntary recycling. Towards this end, Zomato voluntarily recycled 20,000 MT of plastic waste in FY23 collected from 28 states, more than 2x the amount of plastic used by restaurants for packaging orders as per a independent external assessment, fully meeting the target of 100% plastic neutral deliveries in FY23.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/ clearances are required, please specify details in the following format:

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

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

None.

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (prevention and control of pollution) Act, Air (prevention and control of pollution) Act, Environment Protection Act, and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes.

Leadership Indicators

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

| Parameter | Unit | FY 2022-23 | FY 2021-22 |
|---|---|---|---|
| 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 | 163656.71 tCO ₂ e | 134122.97 tCO ₂ e |
| Total Scope 3 emissions per rupee of turnover | Metric tonnes of CO ₂ equivalent | 0.0000034765703 tCO ₂ e/ rupee of turnover | 0.0000037143180 tCO ₂ e/ rupee of turnover |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

Yes. Scope 3 emissions have been assured by an independent external assurance provider (Ernst & Young Associates LLP) for FY22 and FY23.

*Scope 3 includes emissions from operations in India and UAE.

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

| Sr. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|----------------|---|---|---|
| 1 | Climate conscious deliveries initiative | <p>Our emissions profile is dominated by emissions from deliveries undertaken by delivery partners. We are working towards 100% EV-based deliveries by 2030. We have signed partnership agreements with OEMs and service operators to help us achieve this objective.</p> <p>Our logistics team also runs awareness campaigns for delivery partners to explain the benefits of switching to electric vehicles and address their doubts. We also routinely organise EV melas where various EV-bike manufacturing and rental companies can display their models to delivery partners and offer test-rides</p> | <p>~2,37,000 delivery partners have been made aware of the benefits of EVs via digital and offline communication campaigns.</p> <p>More than 50 Partnerships signed with various players in the 2W EV ecosystem including OEMs, Battery-as-a-service operators and EV rental companies.</p> <p>Current monthly active EV based delivery fleet as on March 2023 is ~13,500 which is 3x the number of EV-based partners in our fleet compared to March 2022.</p> <p>'Best ESG Performance in Sustainable Transportation' from Transformance Forums 'ESG Summit and Awards' in April 2023.</p> |
| 2 | 100% plastic neutral deliveries. | <p>While the choice of packaging used for food deliveries rests with our restaurant partners, we are committed to mitigating the impact of this packaging on the environment through voluntary recycling. Towards this end, Zomato voluntarily recycled 20,000 MT of plastic waste in FY23 collected from 28 states, more than 2x the amount of plastic used by restaurants for packaging orders as per an independent external assessment, fully meeting the target of 100% plastic neutral deliveries in FY23. (Link: 100% plastic neutral deliveries)</p> | <p>20,000 MT of plastic waste voluntarily recycled in FY23</p> <p>Certificate of Appreciation from the Municipal Corporation of Delhi for our achievement in December 2022.</p> <p>'Best ESG Performance in Packaging and Waste Management Award' from Transformance Forums 'ESG Summit and Awards' in April 2023.</p> |
| 3 | Don't send cutlery initiative | <p>The 'don't send cutlery' initiative is designed to reduce single-use material waste. This initiative has been activated on our mobile application and requires end-users to explicitly 'opt-in' for cutlery, if needed.</p> | <p>This initiative has resulted in a reduction of restaurant orders sent with cutlery by 70%, preventing usage of single-use materials and reducing an estimated 700 MT of cutlery waste for FY23.</p> |

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

Essential Indicators

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

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

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

| Sr. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|---------|--|---|
| 1 | Federation of Indian Chambers of Commerce and Industry (FICCI) | National |
| 2 | Technology Services Industry Association (Indiatech.org) | National |
| 3 | Confederation of Indian Industry (CII) | National |
| 4 | Internet and Mobile Association of India (IAMAI) | National |

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

Name of authority

Brief of the case

Corrective action taken

None. No adverse order received by the Company from regulatory authorities in FY23*.

**The Hon'ble Competition Commission of India has passed an order dated April 4, 2022 under Section 26(1) of Competition Act, 2002 initiating investigation on certain aspects of Zomato business. In their order, the Hon'ble Commission has mentioned that it has prima facie not found concerns with respect to Zomato's independence on levy of commissions or alleged bundling of services, while it would want to investigate aspects such as preferential listing of restaurant partners and pricing parity across platforms, etc. Zomato continues to work closely with the Hon'ble Commission to assist them with their investigation and explain to the regulator why all of Zomato practices are in compliance with competition laws and do not have any adverse effect on competition in India.*

Leadership Indicators

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

| Sr. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in the public domain? (Yes/No) | Frequency of review by board (Annually/ half yearly/ quarterly / others - please specify) | Web-link, if available |
|---------|---|--|--|---|---|
| 1 | Provide inputs to Committee constituted to "develop framework to check fake and deceptive reviews in e-commerce". | Zomato (along with other ecosystem stakeholders) was a part of the Committee constituted by the Department of Consumer Affairs, Government of India to "develop a framework on checking fake and deceptive reviews in e-commerce". | Yes | - | https://pib.gov.in/PressReleasePage.aspx?PRID=1828897 |

| Sr. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in the public domain? (Yes/No) | Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify) | Web-link, if available |
|---------|---|--|--|---|--|
| 2 | Provide inputs to Committee constituted for “framing rules under the Code on Social Security, 2020 relating to gig workers and platform workers”. | Zomato (along with other ecosystem stakeholders) is a part of the Committee constituted by the Ministry of Labour, Government of India to provide inputs to support in “framing of rules under the Code on Social Security, 2020 relating to gig workers and platform workers.” | Yes | - | https://pib.gov.in/PressReleaselframePage.aspx?PRID=1807652 |
| 3 | Provide inputs for adoption of Electric Vehicles in Delhi. | Zomato participated in Government organised/ partnered roundtables and forums for Delhi Government’s Motor Vehicle Aggregators Policy and EV Policy. | Yes | - | https://economictimes.indiatimes.com/tech/startups/delhi-govt-drafts-rules-for-tech-aggregators/articleshow/89102856.cms?from=mdr https://www.theclimategroup.org/our-work/press/maharashtra-government-and-leading-indian-businesses-collaborate-bolder-ev-action |
| 4 | Provide inputs to Committee constituted on “Digital Competition Law”. | The Ministry of Corporate Affairs, Government of India constituted a Committee on Digital Competition Law to, inter alia, “examine the need for an ex-ante regulatory mechanism for digital markets through a separate legislation”. Upon invitation from the Committee, Zomato made a presentation as part of stakeholder interaction. This was preceded by a presentation made to the Standing Committee on Finance. | Yes | - | https://www.thehindubusinessline.com/info-tech/digital-competition-act-inter-ministerial-committee-to-hold-consultations-with-startups-big-tech-separately/article66560894.ece |
| 5 | Provide inputs on “Digital Competition Law” and “Delhi Motor Vehicle Aggregators Scheme, 2022”. | Zomato provided inputs in stakeholder consultations on the Digital Competition Law and Delhi Motor Vehicle Aggregators Scheme, 2022. | Yes | - | https://economictimes.indiatimes.com/tech/startups/delhi-govt-drafts-rules-for-tech-aggregators/articleshow/89102856.cms?from=mdr https://www.thehindubusinessline.com/info-tech/digital-competition-act-inter-ministerial-committee-to-hold-consultations-with-startups-big-tech-separately/article66560894.ece |

| Sr. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in the public domain? (Yes/No) | Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify) | Web-link, if available |
|---------|--|--|--|---|------------------------|
| 6 | With the inclusion of restaurant services under the ambit of Section 9(5) of the CGST Act, seek clarification with regards to the responsibility of E-commerce Operators (ECOs). | Made written submissions to the Ministry to Finance to issue clarification on the role of ECOs (to be liable to collect and discharge GST on the category of supply covered under the provisions of Section 9(5) of CGST Act, 2017). | - | - | - |

Principle 8 – Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

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

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

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

Should any stakeholder have any concerns, queries, or complaint, they can write to us through the below grievance reporting channels:

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

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

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

| | FY 2022-23 | FY 2021-22 |
|--|--|------------|
| Directly sourced from MSMEs/ small producers | Not applicable | |
| Sourced directly from within the district and neighbouring districts | We are a technology platform and we do not source raw materials. | |

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

We have two types of customers as described in Section-A, Q17(C):

- End-users of our platform
- Restaurant partners

End - users of our platform- Zomato has a system to collect complaints and feedback from end-users through multiple channels including the customer support section within the Zomato app, social media channels, email, and app ratings and reviews. Additionally, after every supported chat, feedback is sought to gauge their satisfaction with the support received. Trends derived from the analysis of the feedback and ratings are used to implement corrective measures as required.

Restaurant partners- Zomato has a system to collect complaints and feedback from restaurant partners through channels like partner app/web, emails and social media channels. For live order support, partners can reach out from channels like chats and calls to get issues addressed immediately. Resolution feedback (MSAT) is sought after each ticket from all the channels and then analysed to improve the quality of responses for better partner experience.

In case of any complaints and feedback, they can write to us through the below grievance reporting channels-

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

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

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

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

| | FY 2022-23 | | Remarks* | FY 2021-22 | | Remarks |
|--------------------------------|-------------------------|-----------------------------------|----------------|--------------------------|-----------------------------------|----------------|
| | Receive during the year | Pending resolution at end of year | | Received during the year | Pending resolution at end of year | |
| Data privacy | 0 | 0 | - | 0 | 0 | - |
| Advertising | 0 | 1 | - | 1 | 1 | - |
| Cyber security | 0 | 0 | - | 0 | 0 | - |
| Delivery of essential services | - | - | Not applicable | - | - | Not applicable |
| Restrictive trade practices | 0 | 0 | - | 0 | 0 | - |
| Unfair trade practices | 34 | 45 | - | 15 | 20 | - |
| Other | 21 | 29 | - | 13 | 15 | - |

*Consumer complaints data for FY22 and FY23 includes complaints filed before various courts by our customers i.e. end-users of our platform and restaurant partners.

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

| | Number | Reasons for Recall |
|-------------------|--------|--------------------|
| Voluntary Recalls | | Not applicable |
| Forced Recalls | | |

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

Yes. Zomato has a comprehensive privacy and cyber security framework in line with the NIST Cyber Security framework, supported by policies and procedures.

Below are the web-links to our policies-

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

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

There are no corrective actions required to be undertaken relating to the above-mentioned issues in FY23.