

Annexure-V

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity :

1. **Corporate Identity Number (CIN) of the Listed Entity** - L65990MH1982PLC028593
2. **Name of the Listed Entity** – Westlife Foodworld Ltd. (Formerly Westlife Development Ltd.)
3. **Year of incorporation** - 1982
4. **Registered office address - 1001, Tower** - 3, 10th Floor, One International Center, Senapati Bapat Marg, Prabhadevi, Mumbai 400013
5. **Corporate address - 1001, Tower** - 3, 10th Floor, One International Center, Senapati Bapat Marg, Prabhadevi, Mumbai 400013
6. **E-mail** - shatadru@mcdonaldsindia.com
7. **Telephone** - +91-22-49135000
8. **Website** - www.westlife.co.in
9. **Financial year for which reporting is being done** – 2022-23
10. **Name of the Stock Exchange(s) where shares are listed :**

Name of the Exchange	Stock Code
BSE Ltd.	505533
National Stock Exchange of India Ltd.	WESTLIFE

11. **Paid-up Capital** – ₹31,18,72,330 (15,59,36,165 Equity Shares of ₹2/- each)
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report –**

Mr. Chintan Jajal
 Lead Investor Relations
 Email ID: investor.relations@mcdonaldsindia.com
 Telephone No: +91-22-49135000

13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).** – The disclosure under this report are made on a consolidated basis, unless otherwise specified.

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Activities of Holding Company - Operating Quick Service Restaurants (QSR) through its subsidiary Hardcastle Restaurants Private Limited	Other Financial Activities	100%

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Activities of Holding Company - Operating Quick Service Restaurants (QSR) through its subsidiary Hardcastle Restaurants Private Limited	64200	100%

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	1 Head office and 357 Restaurants	358
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States & UTs)	11
International (No. of Countries)	0

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

Nil. Considering the nature & scope of operations of Westlife Foodworld Ltd., there are no exports.

c. A brief on types of customers:

Our entire customer base consists of general public.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	11,596	7,648	65.94	3,948	34.06
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total employees (D + E)	11,596	7,648	65.94	3,948	34.06
WORKERS						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total workers (F + G)	Nil	Nil	Nil	Nil	Nil

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	22	22	100.00	0	0.00
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D + E)	22	22	100.00	0	0.00
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F + G)	Nil	Nil	Nil	Nil	Nil

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	2	28.57
Key Management Personnel*	3	0	0.00

* Key Management Personnel includes CEO, CS & CFO

20. Turnover rate for permanent employees and workers (in percent)

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	70.40	53.40	61.90	72.50	51.90	66.10	49.70	46.50	48.70
Permanent Workers	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

The Company has permanent employees who work on part time basis (For eg. college students) and hence the rate is relatively higher.

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Hardcastle Restaurants Pvt. Ltd.	Subsidiary	100%	Yes

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

CSR is not applicable by virtue of provisions of Section 135 of Companies Act, 2013 to Westlife, however Westlife conducts CSR activities through its wholly owned subsidiary Hardcastle Restaurants Pvt. Ltd. (to which the aforementioned provisions apply) which in turn conducts the said activities through Ronald McDonald House Charities Foundation India (RMHC India)

(ii) **Turnover (in ₹)** – 22,78,17,87,386 (Consolidated)

(iii) **Net worth (in ₹)** – 5,65,90,46,469 (Consolidated)

VII. Transparency and Disclosures Compliances

23. Complaints/Grievance on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 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. Members of the community can write to our Twitter (X) handle @mcdonaldsindia or register their grievances at our email id: myfeedback@mcdonaldsindia.com. They can also contact us through https://westlife.co.in/contact.php	Nil	Nil	NA	Nil	Nil	NA
Investors (other than shareholders)	Yes, Investors and Shareholders can register their complaints/ grievances at our email id: investor.relations@mcdonaldsindia.com.	Nil	Nil	NA	Nil	Nil	NA
Shareholders	The Company has a vigil and whistleblower policy: http://www.westlife.co.in/download-pdf/Investor/Compliance/Policy%20on%20Vigil_Whistleblower_2014.pdf	Nil	Nil	NA	Nil	Nil	NA
Employees and workers	Yes, employees can write to pal@mcdonaldsindia.com or myfeedback@mcdonaldsindia.com . Regular one on one sessions are conducted by store managers with every store crew member.	15	Nil	The Complaints were majorly about: <ul style="list-style-type: none"> Concerns relating to payment or benefits. Queries or complaints regarding the status of / difficulty in withdrawing PF after having left the company. General query resolution 	6	Nil	The Complaints were majorly about: <ul style="list-style-type: none"> Concerns relating to payment or benefits. Queries or complaints regarding the status of / difficulty in withdrawing PF after having left the company. General query resolution
Customers	Yes. Customers are provided with feedback links. Customers can also share their feedback on https://www.mcdelivery.co.in/feedback or share their grievances with store managers.	4,25,034	0	Most of the complaints were related to inaccuracy of orders and food product experience, which were resolved	4,65,920	0	Most of the complaints were related to inaccuracy of orders and food product experience, which were resolved
Value Chain Partners	Yes. We have a dedicated supply chain team which works with all value chain partners on day-to-day basis. Periodic review sessions are conducted.	Nil	Nil	NA	Nil	Nil	NA

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

Material topics have been identified from extensive sector knowledge and engagement with various stakeholders like Vendors, Farmers, Customers, Investors etc. over the years. These topics and material issues have also been assessed from a global context through peer benchmarking and reporting frameworks like SASB.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Brand reputation	Risk	The dissemination of inaccurate information could harm our business, reputation, prospects, financial condition and operating results. The damage may be immediate without affording us adequate opportunity for redress or correction.	The Company takes utmost care to train its employees and staff in order to negate any quality or behavioral impact on reputation.	Negative
		Opportunity	The Company sees Brand reputation as an opportunity to drive business by focusing on core elements of Quality, Service, Cleanliness and Value. It is also crucial to build long-term connect with customers.	NA	Positive
2	Climate Action and Energy	Risk	Our business is relatively energy intensive due to usage of commercial kitchen appliances and high volumes. Dining areas are typically temperature-controlled for customers. High energy production and consumption contribute to environmental impacts, including climate change and air pollution (mainly causing increase in GHG emissions), which have the potential to indirectly, yet materially, impact the results of restaurant operations.	The Company looks forward to adopt to energy efficiency upgrades and limit GHG emissions regulations through the use of renewable energy resources like Solar.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		Opportunity	The Company has implemented an Energy Management System in its restaurants which utilizes Internet of Things technology to track and reduce the consumption of various forms of energy such as electricity, gas, and temperature. The EMS has been successful in reducing the company's carbon footprint through use of data analysis & statistical modelling.	NA	Positive
3	Water management	Risk	Water is used throughout restaurant operations, from cooking and dishwashing to cleaning. The restaurant format, size, and equipment all affect water use. High freshwater cost and low availability in high population density areas is one of the risk that may impact restaurant operations.	The Company has taken several initiatives to reduce water consumption eg. Usage of waterless urinals in new stores; re-use of RO rejected water for rest room; Installation of high water recovery RO system in all restaurants; Usage of spray faucets thereby reducing 50-80% of water consumption etc.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Waste management	Risk	Restaurants produce waste in two main forms: food and packaging. Food waste is generated during the preparation process as well as by unconsumed food. Food waste results in loss of resources, such as water, energy, land, labor, and capital, and produces GHG emissions as a result of decomposition. Packaging waste includes packaging received from suppliers and packaging disposed by consumers in the restaurant areas. In addition, limited-service restaurants make heavy use of disposable tableware to serve customers.	The Company endeavors to reduce waste through various methods, including packaging optimization, safe disposal information, food recovery, operations training and packaging reclamation programs in order to reduce waste handling costs and improve operational efficiency. We also are in strict compliance with ERP requirements.	Negative
5	Responsible Sourcing	Risk	We are conscious of the fact that our business impacts the livelihoods of people, the health of our shared planet and the well-being of animals. Our Supply chain management is crucial to ensure food safety and progress on addressing critical issues.	The Company implements sustainable and ethical sourcing practices to ensure continued future supply and to minimize lifecycle impacts of company operations. Sourcing from suppliers that have high quality standards, employ environmentally sustainable farming methods, and honor labor rights in order to protect long-term shareholder value, helps Westlife mitigate these issues.	Negative
		Opportunity	On the other hand, considering the nature of Company's operations and complexity of operations with hundreds of SKUs to be supplied across 357 store offers an opportunity to stay ahead of its industry competition by collaborating with suppliers and logistics partners. Sourcing of Quality ingredients in sustainable ways helps build consumer trust.	NA	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	People and culture	Risk	Being a people intensive business, having the right talent and culture can have a significant impact on Company's ability to fulfill demand and grow its revenues. Inability to attract experienced professionals with niche industry skills from the market, can also impact Company's ability to grow.	All of the Company's People policies and procedures are focused on offering equal employment opportunities and are non-discriminatory in nature. The Company strives to provide best-in-class learning and development opportunity and linking it to career growth. Our preference for internal talent for new leadership positions incentivize the planning of longer-term careers in Westlife. Our strong goal-setting and review process ensures high level of accountability and ownership for results.	Negative
7	Food Safety	Risk	As one of the most frequented restaurants, maintaining highest levels of food safety is critical to health and wellbeing of our customers.	Stringent food safety standards and procedures which are science based and risk based are incorporated into every aspect of the business, including menu innovation, packaging, distribution, and the operation within restaurants. Food safety and quality are being improved by use of technology to integrate food safety requirements into equipment designs and automation	Negative
		Opportunity	Offering Safe and hygienic food consistently becomes an important driver of business growth as consumer preferences evolve towards these aspects.	NA	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Nutrition and Responsible marketing	Risk	Consumers today have not only become conscious of what their food contains but also about what it doesn't contain. They should have easy access to nutritional information to help them make informed food choices. The Company is conscious of our duty to responsibly market to children.	The Company has eliminated artificial colours, artificial preservatives and artificial flavouring from select food items. McDonald's is also displaying Allergen & Nutritional information in-store and on its McDelivery app. The company has also taken initiatives like increasing nutritious content while reducing fat and sodium from many key products while adding juice and boiled corn in Happy Meals for Children.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	All the policies as specified below (except marked as 'Internal' which are only accessible to employees) are available on Company's website: www.westlife.co.in .								

Sr. No.	Name of policy	Link to Policy	Which Principles each policies goes into
1	Familiarization program for Independent Directors	http://www.westlife.co.in/download-pdf/Investor/Compliance/Familiarization/Familiarisation%20Programme-IDs-2022.pdf	P1
2	Policy for determining material subsidiaries of the Company	http://www.westlife.co.in/download-pdf/Investor/Policies/Policy%20on%20Material%20Subsidiaries.pdf	P1
3	Code of Conduct for members of the Board and Senior Management Personnel	http://www.westlife.co.in/download-pdf/Investor/Policies/Code-of-Conduct-for-WDL-&-Subsidiaries.pdf	P1
4	Vigil Mechanism/ Whistle blower policy	http://www.westlife.co.in/download-pdf/Investor/Compliance/Policy%20on%20Vigil_Whistleblower_2014.pdf	P1

Sr. No.	Name of policy	Link to Policy	Which Principles each policies goes into
5	Policy for Preservation of Documents (Archival Policy) pursuant to Regulation 9 and Regulation 30(8) of SEBI LODR	http://www.westlife.co.in/download-pdf/Investor/Policies/Policy%20for%20Preservation%20of%20Documents%20(Archival%20Policy)%20pursuant%20to%20Regulation%209%20and%20Regulation%2030(8)%20of%20the%20Listing%20Regulations.pdf	P1
6	Code of Fair Disclosure & Code of Conduct for Prevention of Insider Trading	http://www.westlife.co.in/download-pdf/Investor/Compliance/Codes%20of%20Fair%20Disclosure-Insider%20Trading.pdf	P1, P4, P7
7	Policy for determining materiality of related party transactions of the Company and for dealing with Related Party Transactions	http://www.westlife.co.in/download-pdf/Investor/Policies/Policy%20on%20Dealing%20With%20Related%20Party%20Transactions.pdf	P1, P4, P7
8	Policy for Determining Materiality of Events or Information pursuant to Regulation 30(4)(ii) of the SEBI LODR	http://www.westlife.co.in/download-pdf/Investor/Policies/Policy%20for%20Determining%20Materiality%20of%20Events%20or%20Information%20pursuant%20to%20Regulation%2030(4)(ii)%20of%20the%20Listing%20Regulations.pdf	P1, P4, P7
9	Sustainability Policy	Internal	P2
10	Supply Chain Policy	Internal	P2, P3, P9
11	Policy for Qualifications, positive attributes and independence criteria for Directors and Remuneration of Directors, Key Managerial Personnel and other employees	http://www.westlife.co.in/download-pdf/Investor/Policies/Appointment-and-Remuneration-Policy.pdf	P3, P4
12	Criteria for making payments to non-executive directors of the Company	http://www.westlife.co.in/download-pdf/Investor/Compliance/Criteria%20for%20payment%20to%20Non-Executive%20Directors.pdf	P3, P4
13	Dividend distribution policy	http://www.westlife.co.in/download-pdf/Investor/Policies/Dividend-Distribution-Policy.pdf	P3, P4
14	Human Resource policies covering Working hours, leaves, remuneration, compensation etc.	Internal	P3, P4
15	Anti-Sexual Harassment Policy (internal)	Internal	P5
16	Standard of Business Conduct – Environmental Responsibility	Internal	P6
17	Details of agreements entered into with media companies and/or their associates, etc. & Employees Social Media Policy (internal)	http://www.westlife.co.in/download-pdf/Investor/Compliance/Details%20of%20agreements%20entered%20into%20with%20the%20media%20companies.pdf	P7, P8
18	Cyber security and Privacy Policy	Internal	P9

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Certain policies mentioned in table below the section covering P2, P3 & P9 are applicable to Supply Chain partners of the Company								
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.	<ul style="list-style-type: none"> • Roundtable on Sustainable Palm Oil • Rainforest Alliance • Forest Stewardship Council • Marine Stewardship Program • Food Safety and Standards Authority of India • Bureau of Indian Standards (IS14543, IS10500) 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has taken the pledge to reach global net-zero greenhouse gas (GHG) emissions by 2050 or earlier through its commitment to the Climate Neutral Now (CNN) initiative.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Westlife is committed to:</p> <ol style="list-style-type: none"> 1) Energy and Water usage optimisation - <ol style="list-style-type: none"> a. Implemented Energy management System in 309 restaurants and target is to have 100% implementation by FY25 b. Saved 10.5 mn units of electricity through various initiatives like Solar Panels, HVAC, economizer, LED lights, Evaporative coolers etc. c. Saved around 21.3 mn litres of water through Waterless urinals, low flow Aerators, RO rejected water re-use, High water recovery RO system 2) Waste reduction <ol style="list-style-type: none"> a. Over 99% of discarded cooking oil is recycled by converting it to biodiesel b. Eliminated all single use customer facing plastic c. 109,000+ kgs of plastic recycled 3) Sustainable and local sourcing <ol style="list-style-type: none"> a. Over 95% of inputs locally sourced b. Over 95% of inputs sustainably sourced c. 100% Palm Oil, Paper, Coffee and Fish sustainably sourced 4) Inclusive and Equal Opportunity workplace <ol style="list-style-type: none"> a. Consistently ranked amongst Great Place To Work® (Certified) b. Over 34% women work force c. 100% of employees are trained 5) Community service <ol style="list-style-type: none"> a. RMHC India chapter supported 4,359 kids and families in FY23 and overall 35,000 in past few years b. Launched innovative packaging for Specially abled customers under EatQual initiative 								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

During the year, the Company achieved many milestones in our sustainability journey while committing to long term targets. Our initiatives on energy conservation and adopting renewable energy sources have helped us reduce our carbon footprint. Our waste reduction initiatives optimizing paper packaging and eliminating consumer facing single use plastic are aimed at protecting our planet and keeping our communities clean. On the social side we are focusing on fostering a diverse and inclusive workplace. Our policies ensure equal opportunities, embraced employee well-being, and support community engagement through volunteering and philanthropy. Our RMHC Foundation is helping thousands of children and their families during their difficult times. Given our vast network of restaurants directly serving millions of customers, presents many challenges to creating a positive impact on people and the planet. However, we have charted out a multiyear journey which aims at achieving various ESG goals progressively through innovation, while transparently sharing the progress, and creating a positive societal impact in the long term.

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

Board of Directors

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Board along with internal ESG team comprising of Directors, CFO and Executives take decisions on sustainability related issues in guidance of implemented policies & procedures

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was under taken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	No major non-compliance of material nature has been reported. Operational issues are being addressed on an 'ongoing basis' as and when identified. Each functional head monitors and ensures compliance applicable to their respective functions									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 name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Operationalization and effectiveness of policies have been evaluated by Dhir & Dhir Associates, an eminent Law Firm. Evaluation was conducted on effectiveness of the working of policies. Policies are also periodically evaluated and updated by various department heads, business heads and approved by the management or board. The processes and compliances, however, may be subject to scrutiny by internal auditors and regulatory compliances, as applicable.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total Number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	4	<ul style="list-style-type: none"> • Business Strategy • Marketing, Finance, Supply chain • Brand Building • Real Estate development • Succession • Governance & Risk Monitoring 	100%
Key Managerial Personnel	20	<ul style="list-style-type: none"> • Corporate Laws • Governance & Compliance • Finance & Accounts 	100%
Employees other than BoD and KMPs	70	<ul style="list-style-type: none"> • All safety & security related trainings* • Business Partnering • People Development • Health and Mental Wellbeing • Cyber security • Upskilling trainings (IT etc.) • Tax Advisory & Wealth Management • Labour Compliances and Regulations 	100%
Workers	NA	NA	NA

*Westlife has customised training e-modules that all employees, at time of joining, have to mandatorily complete and it covers all aspects of health and safety. Store employees are also given hands on training on health and safety at the stores.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year (basis the 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	NA	NA	NA	NA	NA
Settlement	NA	NA	NA	NA	NA
Compounding Fee	NA	NA	NA	NA	NA
Non-Monetary					
Imprisonment	NA	NA	NA	NA	NA
Punishment	NA	NA	NA	NA	NA

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA	NA

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.

The existing policies/ codes like Code of Conduct (including Whistle Blower Policy), rules and regulations adopted by the Company are in conformity with the legal and statutory framework on anti-bribery and anti-corruption legislation prevalent in India.

The Policy reflects the commitment of the Company and its management for maintaining highest ethical standards while undertaking open and fair business practices and culture, and implementing and enforcing effective systems to detect, counter and prevent bribery and other corrupt business practices.

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	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Leadership Indicators

- Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Total number of awareness programmes held	Topic/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) that were assessed
Multiple training & awareness programmes conducted including for outsourced employees	<ul style="list-style-type: none"> • Health & Safety • Quality Assurance • Sustainable farming practices • Business Ethics 	100%

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

Yes, the Company has a Code of Conduct for Board of Directors and senior management personnel which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Company receives an annual declaration from its Board of Directors and senior management personnel on the entities they are interested in, and ensures requisite approvals as required under the applicable laws are taken prior to entering into transactions with each entities. Additionally, the directors do not participate in the business at the board meetings, in the matters in which they are interested.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- 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.**

The Company does not incur any material R&D costs; the activity is carried out by a value chain partner with whom Westlife actively works for innovation in the manufacturing of food products. Capex incurred by the Company includes investments in initiatives like Solar, Water recycling etc. These costs are difficult to segregate from overall restaurant costs and hence not identified.

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

Yes. We source Roundtable on Sustainable Palm Oil (RSPO) certified palm oil, Rainforest Alliance (UTZ) certified coffee, Fish from certified sustainable sources and Forest Stewardship Council® (FSC®) certified paper for packaging as a part of our responsible business conduct practices. Even our Agri produce is sourced indigenously from farms adopting sustainable agriculture practices.

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

Overall over 95% of our inputs are sustainably sourced.

- 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.**

We are registered under EPR (Extended Producers' Responsibility) program, as per guidelines of Central Pollution Control Board, and we are ensuring the disposal of equivalent amount of plastic as per the guidelines. We engage with certified e-waste handlers for disposal of e-waste. Other municipal waste is segregated into wet & dry and is given to Municipal Corporation. Hazardous chemicals are used only for cleaning purposes, post thorough training on handling and safety procedures.

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.

We are registered under EPR (Extended Producers' Responsibility) program, as per guidelines of Central Pollution Control Board, and we are ensuring the disposal of plastic as per the targets assigned.

Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover Contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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Even though Westlife does not have a formal life cycle assessment, it does have well documented procedures and practices that each function follows, which helps it to keep track of the Start-of-life to End-of-life cycle of its product & servicing part of operations.

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

Name of Product/ Service	Description of the risk/ concern	Action Taken
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Even though there is no formal life cycle assessment being done, through its robust operational SOPs & systems in place, we continuously monitor the social/ environmental concerns/ risks/ issues arising from production or disposal of food and packaging and strive to resolve them immediately.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22

We do not use any recycled food or packaging material for our operations

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

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	32	NA	NA	20
E-waste	NA	NA	-	NA	NA	NA
Hazardous Waste	NA	NA	-	NA	NA	NA
Other waste	NA	NA	3625	NA	NA	2452

In addition to the Plastic packaging material safely disposed as disclosed, over 109 metric tonnes of plastic was recycled as mandated by CPCB under EPR.

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

Indicate product category	Reclaimed products and their packaging materials (as percentage of products sold) for each product category
Not Applicable	Not Applicable

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

Essential Indicators

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

	% 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	7,648	7,648	100.00	7,648	100.00	0	0.00	7,648	100.00	0	0.00
Female	3,948	3,948	100.00	3,948	100.00	3,948	100.00	0	0.00	0	0.00
Total	11,596	11,596	100.00	11,596	100.00	3,948	34.05	7,648	65.95	0	0.00
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	% 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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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	100.00	NA	Yes	100.00	NA	Yes
Gratuity	100.00	NA	Yes	100.00	NA	Yes
ESI	100.00	NA	Yes	100.00	NA	Yes

3. Accessibility of workplaces

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

Yes, our office and many of our stores are accessible to differently abled employees using wheelchairs.

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. Westlife has an Equal Opportunity Policy in place. The policy is available in company intranet.

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

Gender	Permanent Employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00	100.00	NA	NA
Female	100.00	100.00	NA	NA
Total	100.00	100.00	NA	NA

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	There is a mechanism for permanent employees. Employees can write a letter anonymously and post it to Company. Such prepaid letters are made available at all stores. Employees can email their grievances to a dedicated email id. Westlife also conducts RAP (personal feedback) sessions across all stores to identify grievances among store employees.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Worker	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

Since there are no workers employed by Westlife, there is no union as defined by law.

8. Details of training given to employees and workers:

	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	7,648	7,648	100.00	7,648	100.00	6,142	6,142	100.00	6,142	100.00
Female	3,948	3,948	100.00	3,948	100.00	2,900	2,900	100.00	2,900	100.00
Total	11,596	11,596	100.00	11,596	100.00	9,042	9,042	100.00	9,042	100.00

	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)
Workers										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	7,648	7,648	100.00	6,142	6,142	100.00
Female	3,948	3,948	100.00	2,900	2,900	100.00
Total	11,596	11,596	100.00	9,042	9,042	100.00
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

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

Yes. All restaurant employees are required to undergo Health and Safety training and clear the test as a part of the onboarding process. All restaurants are audited every quarter on various health and safety parameters. We also conduct workshops and trainings on fire safety, work place safety, food safety through FSSAI authorized trainers as well as road safety.

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

Identifying work-related hazards is a continuous process. All restaurants undergo rigorous audits and inspections every quarter on various health and safety parameters.

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

Yes. Employees can report any potential work-related hazards to the restaurant manager. We also have an escalation process where employees can write to management through prepaid anonymous PAL letters.

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

Yes. Our employees have access to first aid and medical kits in offices as well as restaurants. Employees, including their family, are covered under Employees' State Insurance Corporation (ESIC). Non covered employees are covered under group insurance and accident insurance policies. The Company also organizes free doctor consultations at regular intervals.

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 hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

Relevant processes & SOPs & trainings are in place and are being adhered to for ensuring health & safety of our workforce. On a safety front, installation of effective fire management systems, appointment of security personnel, upkeep of non-slippery floors – which is a possible major accident hazard are a few initiatives taken by Westlife. On healthcare front, we have provided gloves & caps to all our workforce in stores. During the reporting period, we had arranged free health check-ups, Yoga – meditation programmes and mental health sessions in order to improve physical as well as mental well-being of our employees.

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

Category	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	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

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% of our workplaces (corporate office & stores are covered). These assessments are continuous processes. Not only the FSSAI officials and third party agencies, but also company officials conduct periodic assessment on Health and safety practices as well as working conditions.
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Westlife has a well-defined SOP based on global best practices which monitors and ensures all health and safety norms are being followed. Any incident, if occurred, is investigated and corrective actions are deployed through amendment in SOP. Health and safety training programs are conducted every month which are mandatory for employees to attend. Fire safety mock drills are conducted on quarterly basis. We have installed all fire safety equipments like smoke detectors, fire suppressants etc. to mitigate any fire incidents related risks. No major fire incidents occurred in FY23. We ensure staff wellbeing by providing a separate recreational room in every restaurant and regular breaks in every shift. The company also conducts various session for physical and mental wellbeing like doctor consultation, yoga, ergonomics etc.

Leadership Indicators

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

Yes. The employees are covered under Insurance schemes of the Company.

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

Westlife has a continuous reconciliation mechanism whereby, it checks the compliance of statutory due payments by value chain partners before initiating the payments of its purchase orders.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	NA	NA	NA	NA
Workers	NA	NA	NA	NA

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

Not Applicable

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Over 95% of value chain partners (by value of business done with such partners) were assessed for these points. Social Workplace Accountability audit is conducted every year for our value chain partners. Business agreements and contracts with any party includes relevant clauses on the affirmation of applicable regulatory requirements which include most of these aspects.
Working Conditions	

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

Not Applicable

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

We recognise the importance of fostering and maintaining strong relationships with key stakeholders through transparent, sincere and effective engagements. Our stakeholder identification is a continuous process based on fundamentals of Materiality, Responsibility, Sustainability and Inclusivity. Stakeholders' views and suggestions are incorporated into the business strategies and they directly or indirectly play an integral part in long term value creation.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Email, SMS, Newspaper, Pamphlets, Advertisement, Meetings, Website, Mobile Apps. We engage with our customers in person when they visit our outlets and provide them the maximum convenience 	Daily basis	<ul style="list-style-type: none"> Food Quality and Safety Customer experience New products and offers Critical incident reporting
Government/ Competent Authorities	No	<ul style="list-style-type: none"> Emails, Regulatory filings, Meetings. We engage in the audits of our stores by regulatory authorities to ensure good manufacturing practice (GMP) and regulatory compliances. We participate in industry bodies through responsible opinion articulation. Reports and interactions aimed at confirming legislative and regulatory compliance policies and processes 	Regularly	<ul style="list-style-type: none"> Compliances and regulatory filings Audits Industry needs and trends
Employees	No	<ul style="list-style-type: none"> Direct engagement, Email, SMS, Meetings, Notice Board, Website and intranet portal. Training, learning and development Employee wellness initiatives 	Daily basis	<ul style="list-style-type: none"> Business operations Career prospects Learning and development Trainings and policies

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	No	<ul style="list-style-type: none"> Email, SMS and regular meetings Conducting training programs and audits 	Regularly	<ul style="list-style-type: none"> Product and process innovation Supply chain efficiencies Food safety and quality standards Business continuity Audits
Investors & funders	No	<ul style="list-style-type: none"> Investor presentations of quarterly results Stock exchange announcements, media releases and quarterly results Annual General Meetings Investor relations section of the company's website 	Regularly	<ul style="list-style-type: none"> Business performance Business strategy and prospects Governance Risks Industry trends
Communities	Yes in terms of CSR activities	<ul style="list-style-type: none"> Meetings with community members Media and Advertising across various formats Mobile Apps and messages Leveraged Ronald McDonald House Charities to support terminally ill kids and families. 	Regularly	<ul style="list-style-type: none"> CSR activities Local community concerns Employment Health, safety and quality

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.

Stakeholder engagement on economic, environmental and social topics is done by various departments in the organization on an ongoing basis. All the material topics are identified and discussed with the board during the board meetings.

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. We have undertaken several initiatives like reducing waste, eliminating single use plastics, recycling discarded waste, providing equal work opportunity, sponsoring higher education for employees etc. As a part of making Happy Meal more nutritious for children, we added boiled corn and sugar free juice.

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

On the International Day of Persons with Disabilities (December 3, 2022), our employees visited The Association of People with Disability (APD, India) in Bengaluru and National Society for Equal Opportunities for the Handicapped (NASEOH), India in Mumbai to spread some moments of happiness with the lovely kids there. We distributed our burgers to over 400 children in our specially designed EatQual packaging.

McDonald's India started the journey of EatQual in 2020 to provide an effortless, seamless, and most importantly equal burger-eating experience for all customers with upper limb mobility. The EatQual packaging has been designed in consultation with experts from NGOs that have been working actively for the specially-abled community for over 50 years. Extensive research was conducted among individuals with limited upper arm mobility to understand their plight in eating food and that led to the birth of EatQual packaging. Over the last three years, McDonald's has been fostering an inclusive eating experience through the EatQual initiative.

PRINCIPLE 5: Businesses should respect and promote human rights

Essentials 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	11,596	11,596	100.00	9,042	9,042	100.00
Other than permanent	0	0	0.00	0	0	0.00
Total Employees	11,596	11,596	100.00	9,042	9,042	100.00
Workers						
Permanent						Not applicable
Other than permanent						
Total Workers						

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

	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	11,596	0	0%	11,596	100%	9,042	0	0%	9,042	100%
Male	7,648	0	0%	7,648	100%	6,142	0	0%	6,142	100%
Female	3,948	0	0%	3,948	100%	2,900	0	0%	2,900	100%

	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)
Other than Permanent	Not Applicable									
Not Applicable										
Male										
Female										
Workers										
Permanent	Not Applicable									
Not Applicable										
Male										
Female										
Other than Permanent										
Male										
Female										

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

	Male		Female	
	Number	Median remuneration/ Salary/ Wages of respective category	Number	Median remuneration/ Salary/ Wages of respective category
Board of Directors (BoD)*	5	9,44,000	2	7,08,000
Key Managerial Personnel ^	3	1,69,73,307	0	Nil
Employees other than BoD and KMP\$	7,648	1,71,168	3,948	1,71,168
Workers	NA	NA	NA	NA

*BoD Remuneration consists only of the sitting fees payable to members of the board for attending the board and committee meetings. Sitting fees are uniform for all the directors. Mr Banwari Lal Jatia ceased to be a member of the board with effect from 31st January, 2023.

^ KMP remuneration consists of sitting fees paid by WFL and salary by HRPL (wholly owned subsidiary)

\$ Median includes Gross Salary excluding Retirals. The number of employees include Part Time Store Employees however the remuneration has been normalised for comparability.

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)

Westlife is a responsible corporate house. It ensures that all the issues/ grievances of its stakeholders are promptly addressed. The HR Function of the organisation is entrusted with the responsibility of handling the human rights issues. If not resolved, the issues are escalated to the leadership team and then to the board.

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

The human rights grievance can be raised with the HR team and will be resolved with the necessary actions. If unresolved it can be further escalated to Leadership team and then to the board. We also have a whistle blower policy which enables employees to communicate their concerns about unethical practices.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour		Nil			Nil	
Wages						
Other Human Rights related issues						

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

In any case of complaint of discrimination or harassment, complete anonymity is kept about the details of complaint and complainant and complete protection is provided to the complainant.

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

All the business agreement and contracts which are entered into by the Company with any party include relevant clauses on the affirmation of applicable regulatory requirements which include human rights.

9. Assessments for the year:

	Yes/No (If Yes, then give details of the mechanism in brief)
Child Labour	Westlife periodically assesses the topics mentioned herein, however there is no formal assessment which is being done.
Forced/involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	

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

There were no observations hence Not Applicable.

Leadership Indicators

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

During the reporting period, no business processes have been modified or introduced for addressing human rights grievances/complaints.

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

The company ensures promotion and protection of human rights through various policies, trainings and audits at various levels on regular basis. It covers all employees across locations.

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

Yes our office and many stores premises are accessible to differently abled visitors.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Over 95% of value chain partners (by value of business done with such partners) were assessed for the given parameters. Social Workplace Accountability audit is conducted every year for our value chain partners. Business agreements and contracts with any party include relevant clauses on the affirmation of applicable regulatory requirements which include most of these aspects.
Discrimination at workplace	
Child Labour	
Forced Labour / Involuntary Labour	
Wages	

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

Not Applicable.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	FY 2022-23 (In Gigajoules)	FY 2021-22 (In Gigajoules)
Total electricity consumption (A)	2,66,067	2,41,024
Total fuel consumption (B)	1,45,744	1,21,124
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	4,11,811	3,62,148
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	18.08 GJ/mn	22.98 GJ/mn
Energy 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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

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. Westlife is not covered under the ambit of PAT Scheme.

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	1,18,111	1,07,440
(ii) Groundwater	1,02,589	93,320
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,20,701	2,00,760
Total volume of water consumption (in kilolitres)	2,20,701	2,00,760
Water intensity per rupee of turnover (Water consumed / turnover)	9.69 kl/mn	12.74 kl/mn
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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

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

Not Applicable since operations of Westlife does not attract the Zero Liquid Discharge measures. Few of our products are manufactured in Zero Liquid Discharge facilities of vendors.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Not Applicable

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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & 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 CO ₂ equivalent	17,284	12,620
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	59,786	54,183
Total Scope 1 and Scope 2 emissions per rupee of turnover		3.38 ton CO ₂ e/mn	4.24 ton CO ₂ e/mn
Total Scope 1 and Scope 2 emission 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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Westlife is committed to sustainability and environmental protection as it takes several measures to reduce its negative impact on the environment. The Company shifted from a polluting fuel to an environment friendly Natural Gas (PNG) reducing the emissions of greenhouse gases. Further, in order to decrease the reliance on non-renewable sources of energy, the Company has set up solar panels for capturing solar energy. In another endeavour, the Company recycles used cooking oil from restaurants into a Biofuel / Clean fuel, further reducing the GHG 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) ^	32	20
E-waste (B)	0.16	-
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please Specify, if any. (G)		
Other Non-hazardous waste generated (H). ^ Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
- Food and Beverage (Wet) Waste	2199	1515
- Paper Waste	1503	944
- Oil Waste	947	795
Total (A+B + C + D + E + F + G + H)	4681	3274
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled (Oil and Plastic)*	1056	822
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	1056	822
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations^	3625	2452
Total	3625	2452

Note: Food, Beverage, Paper and Plastic waste is generated at restaurant level and estimated using procurement and consumption data.

* Used Cooking Oil is sold to Biodiesel converter. Plastic has been recycled as mandated by CPCB under EPR.

^ Food, Beverage, Paper and Plastic waste generated at restaurants is disposed-off to a municipal waste collector. E waste is disposed through a certified recycler.

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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

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

In alignment with the Company’s commitment to reduce the impact on the environment, different wastes are disposed as per the guidelines of the Central Pollution Control Board. Plastic waste is disposed and recycled as per the EPR guidelines and obligations. The used cooking oil is handed over to a vendor for conversion into Biofuel. Municipal waste is disposed according to relevant Solid Waste Management Rules. The Company does not produce any toxic and hazardous waste/ chemical, and the chemicals used for cleaning are disposed as per relevant disposal requirements.

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:

S. No.	Location of operations/offices	Types of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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Not Applicable. Westlife does not operate in any ecologically sensitive areas

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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We have not undertaken any new projects in the FY 2022-23 which requires Environmental Impact Assessment.

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, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Serial Number	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, if any action
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The Company is compliant with all applicable environmental laws/ regulations/ guidelines and there were no non-compliances.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	352	212
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	352	212
From non-renewable sources		
Total electricity consumption (D)	2,65,716	2,40,812
Total fuel consumption (E)	1,45,744	1,21,124
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	4,11,266	3,61,667

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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	2,20,701	2,00,760
- No treatment		
- With treatment – please specify level of treatment	2,20,701	2,00,760

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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

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

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not Applicable	Not Applicable
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

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	Not Assessed	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission 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.

There is no Independent Assessment done. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable. Westlife does not operate in an ecologically sensitive area.

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 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
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In order to conserve the water resource, Westlife has taken several initiatives. The Company installs water-less urinals in new stores; the RO rejected water is re-used in the restrooms and also, high water recovery RO system are installed in all restaurants to minimise the wastage of this invaluable resource. In FY23 and FY22 we saved around 2.1 million litres and 1.7 million litres of water respectively through these initiatives.

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

Business Continuity is a part of Enterprise Risk Management (ERM) of Westlife. We have identified various risks which can disrupt the business. Ownership and mitigation plans are well documented along with probabilities assigned to risks. ERM is assessed and updated on yearly basis or earlier. We also have a business continuity planning policy. Business Continuity Plan (BCP) framework is required to enable us to achieve its objective of ensuring the continuity of our critical services in the event of a disaster and showcasing the resiliency of business operations by being able to resume all services quickly in the event of destruction.

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

Value Chain Partners constitute a critical part of our operations. Impact to the environment is assessed as a part of our Supplier Workplace Accountability audits. If any significant risk is highlighted, the supplier needs to immediately redress it or may lead to discontinuation of business relationship.

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

Over 95% - by value of business done with such partners.

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.

Westlife is affiliated with 5 National Trade and Industry Chambers.

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

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	National Restaurant Association of India (NRAI)	National
2	Confederation of Indian Food Trade & Industry (CIFTI, the food arm of FICCI)	National
3	The Protein Foods and Nutrition Development Association of India (PFNDAI)	National
4	All India Food Processors Association (AIFPA)	National
5	The Retailers Association of India (RAI)	National

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

Name of authority	Brief of the case	Corrective active taken
Not Applicable. There were no instances of any anti-competitive conduct by Westlife.		

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 public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, If available
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The Company through various Industry associations, participates in advocating matters for the advancement of the Industry and Public Good on a need basis. The Company has a Code of Conduct Policy to ensure that the highest standards of business conduct are followed while engaging with aforesaid Trade associations/Industry bodies.

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
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Social Impact Assessment is not applicable for Westlife considering its operations and activities

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

S. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	5 of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
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Not applicable for Westlife

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

Communities have several options to register their grievances like 1) Dedicated email addresses (myfeedback@mcdonaldsindia.com, info@westlife.co.in) 2) Contact Restaurant manager across McDonald's 3) Write to us on Social media handle like Twitter (X), Instagram, LinkedIn etc. The company has well defined process which includes escalations and resolution at various levels.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	Nil or not material	Considering the nature of business requiring stringent food quality and hygiene standards, we work with large supply chain partners with state-of-the-art facilities.
Sourced directly from within the district and neighbouring districts		

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
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Not applicable

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

S. No	State	Aspirational District	Amount spent (In INR)
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Not applicable

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
 (b) From which marginalized /vulnerable groups do you procure?
 (c) What percentage of total procurement (by value) does it constitute?

Please refer to Table 4 of Essential Indicators.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S.No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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

Name of authority	Brief of the case	Corrective Action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	RMHC India	The company has an in-house foundation- Ronald McDonald House Charities Foundation India (RMHC India) that works extensively to support the well-being of terminally ill children. In the financial year, 2022-23 RMHC India chapter supported 4,359 kids and families. In the last five years, RMHC impacted almost 35,000 children and families.	All our beneficiaries of the CSR initiatives are from marginalised or vulnerable group

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.

There is a dedicated mechanism available to our Consumers to register their complaints and grievances. They can raise their complaints and feedback by emailing on myfeedback@mcdonaldsindia.com and on McDelivery Feedback page. Customers can also write to us on social media handle like Twitter (X), Instagram, LinkedIn etc.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	100%

Our paper packaging has a tidy man symbol which guides for responsible and safe disposal. Our reusable plastic bottles have a recycle symbol.

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the Year	Pending resolution at end of year		Received during the Year	Pending resolution at end of year	
Data Privacy	1861	Nil	Largely reflects personal information amendment/deletion related customers requests which were resolved	32	Nil	Largely reflects personal information amendment/deletion related customers requests which were resolved
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Other	4,25,034	Nil	Pertained to inaccuracy of orders or food product experience which were resolved	4,65,920	Nil	Pertained to inaccuracy of orders or food product experience which were resolved
Total	4,26,895	Nil		4,65,952*	Nil	

* Note: extrapolated for two months (Apr'21 and May'21)

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

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

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

Yes, the Cyber security and Privacy Policy formulated by Westlife is an internal policy and it is accessible to our employees on intranet.

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

Nil. There have not been any such instances.

Leadership Indicators

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

Information related to our Products and Services is available on McDonald's Android & iOS Applications. All the information is also available on the website www.mcdonaldsblog.in, www.mcdonaldsindia.com and www.mcdelivery.co.in

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

Customers can visit www.mcdonaldsblog.in, www.mcdonaldsindia.com and www.mcdelivery.co.in to understand about the products and services offered.

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

McDonald's does not fall into the category of essential service provided, however, our Android & iOS Application users receive a pop-up notification and in-store display boards are updated, in case our services are perceived to be disrupted/ discontinued due to any natural/ artificial circumstances.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. Since Westlife is governed by regulations and requirements prescribed by Food Safety and Standards Authority of India (FSSAI), we adhere to the display requirements prescribed by it.

McDonald's carries out Customer Satisfaction Survey predominantly through customer feedback links / digital means.

5. Provide the following information relating to data breaches:

a) Number of instances of data breaches along-with impact

There was one instance of data breach with no discernible impact. We prioritize the security of our organization and customers by adhering to rigorous information security best practices. Our team diligently follows industry standards for data encryption, secure network infrastructure, access controls, and regular security audits.

b) Percentage of data breaches involving personally identifiable information of customers
100%

ANNEXURE I – Global Best Practices & ESG Journey of the Organization

i. Alignment of BRSR Sections A & B¹

Section A of BRSR : General Disclosures Alignment with GRI	
1.	No direct linkage
2.	GRI 2: General Disclosures 2021 GRI 2-1: Organizational details
3.	No direct linkage
4.	No direct linkage
5.	GRI 2: General Disclosures 2021 GRI 2-1: Organizational details
6.	GRI 2: General Disclosures 2021 GRI 2-3: Reporting period, frequency and contact point
7.	GRI 2: General Disclosures 2021 GRI 2-3: Reporting period, frequency and contact point
8.	No direct linkage
9.	GRI 2: General Disclosures 2021 GRI 2-3: Reporting period, frequency and contact point
10.	No direct linkage
11.	No direct linkage
12.	GRI 2: General Disclosures 2021 GRI 2-3: Reporting period, frequency and contact point
13.	GRI 2: General Disclosures 2021 GRI 2-2: Entities included in the organization's sustainability reporting
14.	GRI 2: General Disclosures 2021 GRI 2-6: Activities, value chain and other business relationships
15.	GRI 2: General Disclosures 2021 GRI 2-6: Activities, value chain and other business relationships
16.	GRI 2: General Disclosures 2021 GRI 2-6: Activities, value chain and other business relationships
17.	GRI 2: General Disclosures 2021 GRI 2-6: Activities, value chain and other business relationships
18.	GRI 2: General Disclosures 2021 GRI 2-7: Employees GRI 2-8 Workers who are not employees
19.	GRI 405: Diversity and Equal Opportunity 2016 GRI 405-1 Diversity of governance bodies and employees
20.	GRI 401: Employment 2016 GRI 401-1: New employee hires and employee turnover
21.	GRI 2: General Disclosures 2021 GRI 2-2: Entities included in the organization's sustainability reporting
22.	GRI 201: Economic Performance 2016 GRI 201-1: Direct economic value generated and distributed
23.	GRI 2: General Disclosures 2021 GRI 2-25: Processes to remediate negative impacts
24.	GRI 3: Material Topics 2021 GRI 3-1: Process to determine material topics GRI 3-2: List of material topics GRI 3-3: Management of material topics a. describe

¹ https://www.globalreporting.org/media/ioqnxtrmx/sebi_brsb_gri_linkage_doc.pdf

Section B: Management and Process disclosures	
1.	GRI 2: General Disclosures 2021 GRI 2-23: Policy commitments
2.	GRI 2: General Disclosures 2021 (e) 2-24: Embedding policy commitments
3.	GRI 2: General Disclosures 2021 (e) 2-24: Embedding policy commitments
4.	No direct linkage
5.	GRI 3: Material Topics 2021 GRI 3-3 Management of material topics
6.	GRI 3: Material Topics 2021 GRI 3-3 Management of material topics
7.	GRI 2: General Disclosures 2021 GRI 2-22: Statement on sustainable development strategy
8.	GRI 2: General Disclosures 2021 GRI 2-13: Delegation of responsibility for managing impacts
9.	GRI 2: General Disclosures GRI 2-9: Governance structure and composition
10.	No direct linkage
11.	GRI 2: General Disclosures 2021 GRI 2-5: External assurance
12.	No direct linkage

1. Alignment Of BRSR Section C²

BRSR	GRI	SDG
PRINCIPLE 1 - Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable – ESSENTIAL INDICATORS	GRI 2: General Disclosures 2021 - GRI 2-17: Collective knowledge of the highest governance body GRI 2-23: Policy commitments GRI 2-25: Processes to remediate negative impacts GRI 2-27: Compliance with laws and regulations GRI 3: Disclosures on material topics GRI 3-3 - Management of material topics GRI 205 - Anti-corruption GRI 205-3: Confirmed incidents of corruption and actions taken	Goal 16 : Peace & Justice Strong Institutions Goal 17 : Partnerships to achieve the Goal
PRINCIPLE 1 - Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable – LEADERSHIP INDICATORS	GRI 2-10: Nomination and selection of the highest governance body GRI 2-15: Conflicts of interest GRI 2-24: Embedding policy commitments	

² https://www.mca.gov.in/Ministry/pdf/NationalGuideline_15032019.pdf

BRSR	GRI	SDG
Principle 2 - Businesses should provide goods and services in a manner that is sustainable and safe – ESSENTIAL INDICATORS	GRI 301: Materials 2016 GRI 301-2: Recycled input materials used GRI 3: Management of Material Topics GRI 3-3: Management of material topics GRI 306-2 Management of significant waste-related impacts	Goal 12 : Responsible Consumption & Production
Principle 2 - Businesses should provide goods and services in a manner that is sustainable and safe – LEADERSHIP INDICATORS	GRI 3: Disclosures on material topics GRI 3-3: Management of material topics GRI 301: Materials 2016 GRI 301-2: Recycled input materials used GRI 301-3: Reclaimed products and their packaging materials GRI 306-2: Management of significant waste-related impacts	
Principle 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains – ESSENTIAL INDICATORS	GRI 201: Economic Performance 2016 GRI 201-1: Defined benefit plan obligations and other retirement plans GRI 2-25: Processes to remediate negative impacts GRI 2: General Disclosure 2021 GRI 2-30: Collective bargaining agreements GRI 3: Disclosures on material topics GRI 3-3: Management of material topics GRI 401: Employment 2016 GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees GRI 401-3: Parental leave GRI 403: Occupational Health and Safety 2018 GRI 403-1: Occupational health and safety management system GRI 403-2: Hazard identification, risk assessment, and incident investigation GRI 403-5: Worker training on occupational health and safety GRI 403-6: Promotion of worker health GRI 403-9: Work-related injuries GRI 403-10: Work-related ill health GRI 404: Training and Education 2016 GRI 404-1: Average hours of training per year per employee GRI 404-2: Programs for upgrading employee skills and transition assistance programs GRI 404-3: Percentage of employees receiving regular performance and career development reviews	Goal 1 : No Poverty Goal 3 : Good Health & Well Being Goal 4 : Quality Education Goal 8 : Decent Work & Economic Growth

BRSR	GRI	SDG
<p>Principle 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains – LEADERSHIP INDICATORS</p>	<p>GRI 404: Training and Education 2016 GRI 404-2: Programs for upgrading employee skills and transition assistance programs GRI 3: Disclosures on material topics GRI 3-3: Management of material topics GRI 414: Supplier Social Assessment 2016 GRI 414-2: Negative social impacts in the supply chain and actions taken</p>	
<p>Principle 4 - Businesses should respect the interests of and be responsive to all its stakeholders – ESSENTIAL INDICATORS</p>	<p>GRI 2: General Disclosures 2021 GRI 2-29: Approach to stakeholder engagement GRI 3: Disclosures on material topics GRI 3-1: Process to determine material topics</p>	<p>Goal 1 : No Poverty</p>
<p>Principle 4 - Businesses should respect the interests of and be responsive to all its stakeholders – LEADERSHIP INDICATORS</p>	<p>GRI 2: General Disclosures 2021 GRI 2-12: Role of the highest governance body in overseeing the management of impacts GRI 2-13: Delegation of responsibility for managing impacts GRI 3: Disclosures on material topics GRI 3-1: Process to determine material topics GRI 2: General Disclosures 2021 GRI 2-29: Approach to stakeholder engagement</p>	

BRSR	GRI	SDG
Principle 5 - Businesses should respect and promote human rights – ESSENTIAL INDICATORS	<p>GRI 2: General Disclosures 2021</p> <p>GRI 2-13: Delegation of responsibility for managing impacts</p> <p>GRI 2-19 Remuneration policies a. describe the remuneration policies for members of the highest governance body and senior executives</p> <p>GRI 2-21 Annual total compensation ratio</p> <p>GRI 2-23 Policy commitments</p> <p>GRI 2-24: Embedding policy commitments</p> <p>GRI 2-25: Processes to remediate negative impacts</p> <p>GRI 3: Disclosures on material topics</p> <p>GRI 3-3 Management of material topics</p> <p>GRI 202: Market Presence 2016</p> <p>GRI 202-1 Ratios of standard entry level wage by gender compared to local minimum wage</p> <p>GRI 205: Anti-Corruption 2016</p> <p>GRI 205-2 Communication and training about anti-corruption policies and procedures</p> <p>GRI 403: Occupational Health and Safety 2018</p> <p>GRI 403-5 Worker training on occupational health and safety</p> <p>GRI 404: Training and Education 2016</p> <p>GRI 404-1 Average hours of training per year per employee</p> <p>GRI 405: Diversity and Equal Opportunity 2016</p> <p>GRI 405-2 Ratio of basic salary and remuneration of women to men</p> <p>GRI 406: Non-discrimination 2016</p> <p>GRI 406-1 Incidents of discrimination and corrective actions taken</p> <p>GRI 410: Security Practices 2016</p> <p>GRI 410-1 Security personnel trained in human rights policies or procedures</p>	Goal 5 : Gender Equality
Principle 5 - Businesses should respect and promote human rights – LEADERSHIP INDICATORS	<p>GRI 2: General Disclosures 2021</p> <p>GRI 2-25 Processes to remediate negative impacts</p> <p>GRI 3: Material Topics 2021</p> <p>GRI 3-1: Process to determine material topics</p> <p>GRI 3-3: Management of material topics</p> <p>GRI 414: Supplier Social Assessment 2016</p> <p>GRI 414-1 New suppliers that were screened using social criteria</p> <p>414-2 Negative social impacts in the supply chain and actions taken</p>	

BRSR	GRI	SDG
<p>Principle 6 - Businesses should respect and make efforts to protect and restore the environment – ESSENTIAL INDICATORS</p>	<p>GRI 302: Energy 2016 GRI 302-1 Energy consumption within the organization GRI 302-3: Energy intensity GRI 303: Water and Effluents 2018 GRI 303-1: Interactions with water as a shared resource GRI 303-3: Water withdrawal GRI 303-5: Water consumption GRI 304: Biodiversity 2016 GRI 304-1: Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas GRI 305: Emissions 2016 GRI 305-1 Direct (Scope 1) GHG emissions GRI 305-2: Energy indirect (Scope 2) GHG emissions. GRI 305-4: GHG emissions intensity GRI 305-5: Reduction of GHG emissions GRI 305-7: Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions GRI 306: Waste 2020 GRI 306-2 Management of significant waste related impacts GRI 306-3 Waste generated GRI 306-5 Waste directed to disposal GRI 2: General Disclosures 2021 GRI 2-27 Compliance with laws and regulations GRI 3: Material Topics 2021 GRI 3-3 Management of material topics GRI 413: Local Communities GRI 413-1 Operations with local community engagement, impact assessments, and development programs</p>	<p>Goal 6 : Clean Water & Sanitation Goal 7 : Affordable & Clean Energy Goal 12 : Responsible Consumption & Production Goal 13 : Climate Action Goal 15 : Life on land</p>

BRSR	GRI	SDG
Principle 6 - Businesses should respect and make efforts to protect and restore the environment – LEADERSHIP INDICATORS	GRI 302: Energy 2016 GRI 302-1: Energy consumption within the organization GRI 303: Water and Effluents 2018 GRI 303-3 Water withdrawal GRI 303-4 Water discharge GRI 304: Biodiversity 2016 GRI 304-2 Significant impacts of activities, products and services on biodiversity GRI 304-3 Habitats protected or restored GRI 305: Emissions 2016 GRI 305-3 Other indirect (Scope 3) GHG emissions GRI 305-4 GHG emissions intensity GRI 308: Supplier Environmental Assessment 2016 GRI 308-1 New suppliers that were screened using environmental criteria	
Principle 7 - Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent – ESSENTIAL INDICATORS	GRI 308: Supplier Environmental Assessment 2016 GRI 308-1 New suppliers that were screened using environmental criteria GRI 308-2 Negative environmental impacts in the supply chain and actions taken GRI 3: Material Topics 2021, GRI 3-3 Management of material topics The organization shall report how it manages anti-competitive behavior	Goal 11 : Sustainable Cities & Communities
Principle 7 - Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent – LEADERSHIP INDICATORS	GRI 2: General Disclosures 2021 GRI 2-28 Membership associations GRI 3: Material Topics 2021 GRI 3-3 Management of material topics The organization shall report how it manages anti-competitive behavior GRI 415: Public Policy 2016	

BRSR	GRI	SDG
Principle 8 - Businesses should promote inclusive growth and equitable development – ESSENTIAL INDICATORS	GRI 2: General Disclosures 2021 GRI 2-25 Processes to remediate negative impacts GRI 3: Material Topics 2021 GRI 3-3 Management of material topics The organization shall report how it manages local communities GRI 204: Procurement Practices 2016 GRI 204-1 Proportion of spending on local suppliers GRI 413: Local Communities 2016 GRI 413-1 Operations with local community engagement, impact assessments, and development programs	Goal 1 : No Poverty Goal 2 : Zero Hunger Goal 8 : Decent Work & Economic Growth Goal 9 : Industry, Innovation and Infrastructure Goal 13 : Climate Action
Principle 8 - Businesses should promote inclusive growth and equitable development – LEADERSHIP INDICATORS	GRI 3: Material Topics 2021 GRI 3-3 Management of material topics GRI 413: Local Communities 2016 GRI 413-1 Operations with local community engagement, impact assessments, and development programs	
Principle 9 - Businesses should engage with and provide value to their consumers in a responsible manner – ESSENTIAL INDICATORS	GRI 417: Marketing and Labeling 2016 GRI 417-1 Requirements for product and service information and labelling GRI 418: Customer Privacy 2016 GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data GRI 3: Material Topics 2021 GRI 3-3 Management of material topics	Goal 12 : Responsible Consumption & Production
Principle 9 - Businesses should engage with and provide value to their consumers in a responsible manner – LEADERSHIP INDICATORS	GRI 417: Marketing and Labeling 2016 GRI 417-1 Requirements for product and service information and labelling GRI 418: Customer Privacy 2016 GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data GRI 3: Material Topics 2021 GRI 3-3 Management of material topics	