



Date: July 20, 2023

To,

National Stock Exchange of India Limited Exchange Plaza, Block G, C/1, Bandra Kurla Complex, Bandra (E), Mumbai - 400051 Symbol: SAPPHIRE	BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400001 Scrip Code: 543397
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Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the Financial year 2022-23

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby enclose the Business Responsibility and Sustainability Report for the Financial year 2022-23, which forms an integral part of the Annual Report for the Financial year 2022-23, submitted to the Exchanges vide letter dated July 20, 2023.

You are requested to kindly take the same on record.

Thanking you,

For Sapphire Foods India Limited



Sachin Dudam

Company Secretary and Compliance Officer

Business Responsibility & Sustainability Reporting (BRSR)

SECTION A: GENERAL DISCLOSURES

1. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L55204MH2009PLC197005
2	Name of the Listed Entity	Sapphire Foods India Limited (SFIL)
3	Year of incorporation	2009
4	Registered office address	702, Prism Tower, A Wing, Mindspace, Link Road, Goregaon (West), Mumbai, MH 400062, India
5	Corporate address	702, Prism Tower, A Wing, Mindspace, Link Road, Goregaon (West), Mumbai, MH 400062, India
6	E-mail	info@sapphirefoods.in
7	Telephone	022-67522300
8	Website	www.sapphirefoods.in
9	Financial year for which reporting is being done	1 st April 2022 to 31 st March 2023
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11	Paid-up Capital	INR 635,425,410
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Balkrishna Chaturvedi 022-67522300 sustainability.officer@sapphirefoods.in
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 is made on a standalone basis.

14. Products/services

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 (FY 23)
1	Quick Service Restaurant (QSR)	Sapphire Foods is one of YUM! Brands largest franchisees in India and has 620 restaurant outlets of KFC and Pizza Hut as of 31 st March 2023.	100%

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	KFC – Chicken, Burgers, and Beverages	Division 56 - Food and Beverage service activities	74%
2	Pizza Hut – Pizza, Pasta, and Beverages	Division 56 - Food and Beverage service activities	26%

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

Location	Number of plants	Number of offices	Total
National	620 restaurants, 12 warehouses	1 Corporate Office, 4 Restaurants Support Centre's	637 locations
International	-	-	-

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

Locations	Number
National (No. of States)	KFC - 10 states Pizza Hut - 11 states
International (No. of Countries)	-

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

Nil

c. A brief on types of customers

We operate in the B2C segment to serve our customers great food and great experience at great value.

18. Employees

Details 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)	10,604	7,448	70	3,156	30
2.	Other than Permanent (E)	19	7	37	12	63
3.	Total employees (D + E)	10,623	7,455	70	3,168	30

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)	23	19	83	4	17
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	23	19	83	4	17

19. Participation / Inclusion / Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22
Key Management Personnel	2	0	0

20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	104%	88%	99%	88%	67%	82%	83 %	78%	82%

21. Holding, Subsidiary and Associate Companies (including joint ventures)
(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	Gamma Pizzakraft (Overseas) Private Limited	Direct Subsidiary	100%	
2	Gamma Pizzakraft Private Limited	Indirect Subsidiary	100%	
3	Gamma Pizzakraft (Lanka) Private Limited	Indirect Subsidiary	100%	No
4	French Restaurants Private Limited	Indirect Subsidiary	100%	
5	Gamma Island Food Private Limited	Indirect Subsidiary	51%	

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

As the average net profit for the last 3 years has been negative, the requirements to spend on CSR are not applicable to the company.

(ii) Turnover (in ₹) : 19,628 million

(iii) Net worth (in ₹) : 12,539 million

23. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	-	-		-	-	
Investors (other than shareholders)	Yes	7	-		328	-	
Shareholders	Yes	10	-		-	-	
Employees and Workers [#]	Yes	9	-		4	-	
Customers ^{**}	Yes	31,344	-		2,052	-	
Value Chain Partners ^{***}	Yes	-	-		-	-	
Others (Please specify)							

*Code of conduct policy **Retail customer complaints *** Supplier code of conduct # Sexual harassment related complaints.

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

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

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	Food Safety	R	Food safety issues, such as foodborne illness concerns, in either company-owned or franchise-operated locations can affect the core of our restaurant's reputation. Reputational damage from food safety issues tends to have a long-term impact.	We have standard operating procedures in conjunction with regional food safety regulations and ensure all our employees are trained on food safety and sanitation for all our restaurants and warehouses. All our restaurants and warehouses are audited on a periodic basis covering our compliance with food safety, hygiene, and operational and brand standards by internal teams/ independent auditors appointed by YUM!	Negative Failure to meet product quality and safety can lead to severe reputational and financial risk for the organisation

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)
2	Responsible supply chain	R	We source ingredients and products from a wide range of suppliers. Supply chain management is crucial for our restaurants to ensure food safety, protect their reputations, and improve revenues	We make consistent efforts to engage with our distributors and suppliers to ensure adherence to strict food safety standards set forth by YUM! including vendor onboarding and the applicable laws and regulations	Negative Value chain disruption can significantly impact the operations, production, in turn impacting the timely availability of products and profits generated out of it.
3	Human capital development	O	Our industry is labor intensive and are the backbone of our success. By offering competitive wages, safe working environments, and other opportunities for professional growth we aim to improve employee morale while reducing turnover rates.	With people-centric policies benchmarked with industry leading practices, we aim to equip our employees with support, so they can excel in their roles. Our employees at the store level often come from economically marginalised backgrounds without access to resources needed for higher education. We have designed a learning and development framework that follows a lifelong learning approach and is aimed towards the sharpening of core competitive advantages of operational excellence and customer-centricity.	Positive A bunch of diverse and happy workforce from different genders, ages, ethnicities, and special abilities enables a productive environment, drives innovative thinking, and helps in employee engagement and results in higher efficiency.
4	Employee engagement and satisfaction			Through different touchpoints we keep engaging with our employees and create memorable experience for our employees	
5	Diversity and Inclusion			As an equal opportunity employer, we have taken many initiatives and we aim to create a diverse and inclusive workplace	
6	Employee health and safety	R	High injury rates may indicate a weak governance structure and a weak workplace safety culture, as well as lead to significant reputational harm	We focus on physical and mental wellbeing of our employees through wellbeing initiatives	Negative The absence of a proper safety mechanism can result in financial consequences such as fines and penalties, loss of life, high consequence injury and reputational damage
7	Energy conservation	O	Fossil fuel-based energy production and consumption contribute to significant environmental impacts, including climate change and air pollution, which have the potential to indirectly, yet materially, impact the results of restaurant operations.	By constantly managing energy consumption in our operations, we can reduce operational costs through energy efficiency upgrades and limit exposure to GHG emissions regulations using renewable energy resources. Most of our restaurants are covered by Energy Management Systems (EMS) which helps us in monitoring our energy consumption and improving energy efficiency at our restaurants and facilities.	Positive Increasing the renewable energy mix and energy efficiency will help reduce GHG emissions and reduce operational costs and have a positive impact on the environment

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	Water and waste management	O	Many of our restaurant operations are dependent on water and restaurants located in water-stressed regions may be exposed to water usage restrictions or face high water costs. Reducing the amount of waste that accumulates from daily operations is one of the greatest environmental challenges faced our industry.	By reducing water use and by implementing water-recycling practices we aim to reduce operational costs. We ensure that the waste generated by our operations which mainly consists of food, cooking oil, and food packaging is disposed of in accordance with local laws and regulations in India.	Positive Judicious use of resources can yield cost benefits, reduce negative impact on environments and build reputational synergy in the sector.
9	Sustainable Packaging	O	Our industry is heavily reliant on packaging which generates a lot of waste. The regulation around packaging is evolving to reduce packaging and there is a need to improve recyclability or biodegradability of packaging	We are consistently making efforts to transition towards sustainable packaging and all our customer facing packaging is paper based and recyclable.	Positive Any cost put for transition to sustainable packaging will fetch positive outcomes and reduced cost in the long run.

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.

S. No.	Principle Description
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes / No)						Yes			
c. Web Link of the Policies, if available						Corporate governance policies			
2. Whether the entity has translated the policy into procedures. (Yes / No)						Yes			
3. Do the enlisted policies extend to your value chain partners? (Yes / No)						Yes. Please refer to our Supplier Code of Conduct. Supplier code of conduct			
4. Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.									
Principle 1									
Principle 2									
Principle 3									
Principle 4									
Principle 5									
Principle 6									
Principle 7									
Principle 8									
Principle 9									

We implement policies and processes aligned with the industry standard and the applicable regulations.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	We strive to ensure food safety, uphold fair employment practices and employment engagement, reduce our environmental footprint through resource conservation and better waste management systems, by upholding governance standards.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Yes, as part of identifying and prioritizing material topics across our 4 ESG pillars- Our Food, Our People, Our Planet and Our Governance, we have engaged with various stakeholders during the previous financial year. As per our commitment we are focused on our ongoing activities relating to food safety, human capital, improving our environmental footprint, and building up on our sound governance processes and developed strategic action plans.								
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure) During FY 2022-23, we continued to build up on our ESG initiatives which are aligned with regional and global sustainability goals. SFIL is focused on its sustainability journey with respect to its 4 pillars i.e. Our Food, Our People, Our Planet and Our Governance. This is the theme of company's ESG roadmap, and we are committed to driving sustainability till the last mile through association with our various stakeholders.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy / policies	Mr. Sanjay Purohit, Whole Time Director, and Group CEO (DIN: 00117676) under the guidance of the Board of Directors and its Committees is responsible for implementation and oversight of the Business Responsibility policies.								
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	Our CSR and ESG committee are responsible for the decision making on sustainability related issues.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Our CSR and ESG Committee reviews the sustainability initiatives of the Company on an annual basis.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company has been compliant with the statutory requirements and there have been no instances of non-compliances of NGRBCs.																	

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No, However, the policies are reviewed periodically from a best practice perspective as well as from a risk perspective. Further, compliances with the policies are also reviewed internally by various departmental heads and business heads.								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness Programmes
Board of Directors	1		100%
Key Managerial Personnel	1	Code of conduct, POSH, Anti bribery, and corruption	100%
Employees other than BoD and KMPs	1		100%
Workers	Not applicable		Not applicable

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

Monetary					
S. No.	NGRBC Principle	Name of the regulatory / Enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
	Penalty/ Fine				
	Settlement		Nil		
	Compounding fee				
Non-Monetary					
S. No.	NGRBC Principle	Name of the regulatory / Enforcement agencies / judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes / No)
	Imprisonment				
	Punishment		Nil		

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

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

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

Yes, the Company has an Anti-corruption and Anti bribery policy, it also forms part of the Code of Conduct. As per the policy, the Company conducts its business in a transparent manner and prohibits all forms of bribery and corruption whether involving, but not limited to, business partners, government officials or a private sector person or company and whether directly or indirectly. We ensure that our employees adhere to the policy and prevent, detect, or report any act of corruption or bribery.
<https://www.sapphirefoods.in/investors-relation/corporate-governance>

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

Case Details	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directors		
KMPs		
Employees	Nil	
Workers		

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

	FY 2022-23 Current Financial Year		FY 2021-22 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Total number of awareness programs held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programs
All our Suppliers and business partners are guided by our Supplier Code of Conduct that reflects our approach towards responsible business practices. We encourage and engage with our suppliers and business partners through various means on a regular basis to enforce awareness and seek adherence to the same.		

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

Yes, the Company Code of Conduct requires the Directors, senior management, and employees to avoid situations in which their personal interests could conflict with the interests of the Company. The Directors of the Company are required to disclose to the Board actual and apparent conflicts of personal interest in the interest of the Company and disclose all contractual interest, whether directly or indirectly, with the Company.

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.
ESSENTIAL INDICATORS
1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	We continue to explore opportunities to utilise renewable sources of energy and have installed solar panels at 14 restaurants as of March 31 st , 2023. We plan to install solar panels at another 55 restaurants.		

2. Does the entity have procedures in place for sustainable sourcing? (Yes / No) b. If yes, what percentage of inputs were sourced sustainably?

Yes, Company has developed a supplier code of conduct and ESG policy which demonstrates our commitment to go beyond our operations and ensure sustainability within our supply chain. The code of conduct ensures that suppliers conduct operations in a manner compliant with applicable environmental laws, regulations, and industry standards. We focus on partnering with suppliers and vendors that are committed to implementing policies, practices, and protocols in alignment with YUM! guidelines that promote sustainability / ESG. Through our regular supplier audits we ensure our food quality standards are maintained in-line or above our expected standards.

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

The Company has developed a waste management policy and focuses on disposing of waste in a responsible manner and in accordance with applicable regulations.

Plastic waste - We do not produce a significant amount of plastic waste as we have eliminated single use plastics and moved to paper-based packaging. Any plastic waste resulting from supplier packaging is disposed of safely in accordance with the applicable regulations.

E- waste - Electronic waste generated, If any, in our operations is disposed through authorised recyclers in accordance with the E- Waste Management Rules, 2022.

Other waste: Any other waste is identified, collected, segregated, and disposed of as per regulatory and YUM! guidelines wherever applicable or in a manner which causes least harm to the environment.

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.

No, Extended Producer Responsibility is not applicable to the Company.

LEADERSHIP INDICATORS

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.

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)*	% (B/ A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/ A)	Number (F)	% (F/ A)
Permanent employees											
Male	7,448	1,329	18	7,448	100	-	-	7,448	100	-	-
Female	3,156	227	7	3,156	100	3,156	100	-	-	-	-
Total	10,604	1,556	15	10,604	100	3,156	100	7,448	100	-	-
Other than Permanent employees											
Male											
Female											
Total											

*This excludes employees who are instead covered under ESIC (Employee State Insurance Corporation) benefits.

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

We do not employ any workers.

2. Details of retirement benefits.

Benefits	FY 2022-23 Current Financial Year		FY 2021-22 Previous Financial Year	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority. (Y/N/N.A.)	No. of employees covered as a % of total Employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	90	Yes	97	Yes
Gratuity	90	Yes	97	Yes
ESI	80	Yes	83	Yes
Others – please Specify	Not Applicable		Not Applicable	

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.

Most of our work locations are accessible for differently abled employees.

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

We are an equal opportunity employer, and we are governed by the Code of Conduct whereby all the employees are provided equal opportunities. Our diversity and inclusion policy demonstrates our commitment to ensuring a workplace that is free from any kind of discrimination based on race, sexual orientation, caste, colour and religion or any such other grounds as prescribed and protected by the applicable laws. We ensure that our differently abled employees are treated equally and based on their merits and abilities.

<https://www.sapphirefoods.in/storage/app/media/Code%20of%20Conduct.pdf>

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	100%	60%
Total	100%	94%

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

Category	(If yes, then give details of the mechanism in brief)
Permanent Employees	Yes, employees' grievances are dealt with in compliance with the company policies.
Other than Permanent Employees	We have set up various HR committees to handle employee grievances at the store and corporate level. Employee grievances are approached and addressed in line with our code of conduct. The POSH policy enables employees to raise complaints in case they are facing a sexual harassment at the workplace. The Whistleblower policy enables employees to report concerns or instances that they believe show malpractice or impropriety including criminal activity, unethical behaviour, etc. in a responsible manner.

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

Gender	FY 2022-23 Current Financial Year		
	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 Permanent Employees			
- Male		Not Applicable	
- Female			

8. Details of training given to employees and workers:

	Financial Year 2022-23					Financial Year 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	7,455	7,455	100%	7,455	100%	7,320	7,320	100%	7,320	100%
Female	3,168	3,168	100%	3,168	100%	2,862	2,862	100%	2,862	100%
Total	10,623	10,623	100%	10,623	100%	10,182	10,182	100%	10,182	100%

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	7,455	7,455	100%	7,320	7,320	100%
Female	3,168	3,168	100%	2,862	2,862	100%
Total	10,623	10,623	100%	10,182	10,182	100%

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, what is the coverage of such a system?**

Yes, we are committed to ensuring a safe and healthy workplace for our employees. This is reflected in our Occupational health and safety policy. We have implemented several safety majors such as emergency preparedness action plans, fire safety measures, fire safety training, and other focused initiatives. We conduct regular risk assessment and periodic maintenance of all our equipment and safety devices to prevent operational hazards. Our "Store Incident Management Tool" offers instructions on how to handle any emergency. During the year ended 31st March 2023, we have recorded 9 minor incidents that were managed by using our store's incident management system. A few other steps taken to ensure the safety and wellbeing of female workers, particularly those working night shifts, include the provision of security.

POSH policy and regional disciplinary committee with stringent grievance redressal mechanism helps our employees to highlight critical matters and concerns, which are addressed within the stipulated timeline.

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

Provided under point 12 below.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes

- d. **Do the employees / workers of the entity have access to non-occupational medical and healthcare services?**

Yes. All employees of the company are covered under the company's health insurance policy. In all the company's business operations first aid kits are available. We also conduct wellness initiatives such as SoulAce, workshops on yoga, Zumba, and mindfulness activities that help our employees to manage their wellbeing through a focus on mind, body, and purpose.

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

Safety Incident / Number	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not Available*	Not Available*
Total recordable work-related injuries	Employees	9	21
No. of fatalities	Employees	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-

*There were no major injuries or fatalities

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

Ensuring the health and safety of our employees is a key priority of ours. Every year we conduct health checkups for all our employees to assess their health. Through programs such as SoulAce and Ekincare which focuses on physical and mental wellbeing of the workforce, we encourage our employees to inculcate healthy living. As a part of our health and safety training we conduct fire safety mock drills at all our restaurants.

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	NIL	NIL	NIL	NIL	NIL

14. Assessments for the year

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

*Covered through routine internal inspections, and reviews

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.

We have implemented several safety majors such as emergency preparedness action plans, fire safety measures, fire safety training, and other focused initiatives. We conduct regular risk assessment and periodic maintenance of all our equipment and safety devices to prevent operational hazards. Our "Store Incident Management Tool" offers instructions on how to handle any emergency. During the year, we have recorded 9 minor incidents that were managed by using our store's incident management system. A few other steps taken to ensure the safety and wellbeing of female workers, particularly those working night shifts, include the provision of security.

ESSENTIAL 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

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

We have developed a supplier code of conduct that defines our approach towards responsible business practices including compliance with laws and regulations and all our suppliers are expected to adhere to the same. We regularly engage with our supplier to enforce awareness and ensure compliance with our supplier code of conduct.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

None of our employees have suffered from high consequence work-related injury.

Category	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 Current Financial Year	FY 2021-22 Previous Financial Year	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Employees	Nil	Nil	Nil	Nil
Working conditions	Nil	Nil	Nil	Nil

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

ESSENTIAL INDICATORS

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

In accordance with our ESG Policy, we have developed a systematic framework for engaging with our stakeholders and cultivating long-term relationships with each of them. Our methodology is based on the concepts of materiality, completeness, and responsiveness. We use both formal and informal mechanisms to engage with various stakeholders to understand their concerns and expectations.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes / No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually / Half yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders, Investors and Management	No	<ul style="list-style-type: none"> Annual investor meetings Annual general meetings Board meetings Quarterly investor calls Emails 	Ongoing	<ul style="list-style-type: none"> Business growth and profitability Risk management Transparency and disclosure
Government and Regulators		<ul style="list-style-type: none"> Industry level consultations Discussion with government officials 	Ongoing	<ul style="list-style-type: none"> Compliance with statutory laws and regulations Contribute to national development
Employees	No	<ul style="list-style-type: none"> Gallup employee engagement surveys Focused group discussions Townhalls Capacity building and training sessions Reward and recognitions 	Ongoing	<ul style="list-style-type: none"> Fair and equal opportunities Merit based career development Workplace safety Employee benefits Leadership connects sessions. Training and skill development
Customers	No	<ul style="list-style-type: none"> Direct communications in restaurants Customer satisfaction Surveys and feedback Social media 	Ongoing	<ul style="list-style-type: none"> Safe, reliable, and delicious food Good dining experience and food Service Food quality Competitive pricing
Supply Chain Partners Suppliers, logistics providers	No	<ul style="list-style-type: none"> Supplier meets. Industry associations 	Ongoing	<ul style="list-style-type: none"> Fulfill contractual obligations. Timely payment Long term business opportunity

LEADERSHIP INDICATORS

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

We engage with our various stakeholders to understand their expectations on economic, environmental, and social topics, and strategies our approach. Our CSR and ESG committee oversee the outcome of the engagement and guide our actions.

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 input received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, as part of identifying and prioritizing material topics across our 4 ESG pillars- Our Food, Our People, Our Planet and Our Governance, we have engaged with various stakeholders during the previous financial year. This engagement helped us reaffirm our ongoing priorities relating to food safety, human capital, improving our environmental footprint, and building up on our sound governance processes and developed strategic action plans.

Principle 5: Businesses should respect and promote human rights.
ESSENTIAL INDICATORS

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	10,604	10,604	100	10,154	10,154	100
Other than permanent	19	19	100	28	28	100
Total employees	10,623	10,623	100	10,182	10,182	100

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	7,448	4,330	58	3,118	42	7,305	3,758	51	3,547	49
Female	3,156	2,224	70	932	30	2,849	1,891	66	958	34
Permanent	10,604	6,554	62	4,050	38	10,154	5,649	56	4,505	44
Other than permanent	19	-	-	19	100	28	-	-	28	100
Total employees	10,623	6,554	62	4,069	38	10,182	5,649	55	4,533	45

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

Category	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	2	2,41,81,975	1	15,00,000
Key Managerial Personnel	2	1,00,91,090	-	-
Employees other than BoD and KMP	7,452	1,87,164	3,168	1,79,232

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

Yes.

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

We respect human rights and have established our Human Rights Policy. The policy details our approach towards human rights and sets the expectations of its stakeholders to adhere to principles of human rights. The policy defines the processes related to raising concerns, designating the redressal authority, setting out redressal process and communication.

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	9	-		4	1	Resolved subsequently
Discrimination at workplace	-	-		-	-	
Child Labour	-	-		-	-	
Forced Labour / Involuntary Labour	-	-		-	-	
Wages	-	-		-	-	
Other human rights related issues	-	-		-	-	

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

In accordance with our related policies to deal with grievances, the identity of the complaint is kept confidential, and any form of retaliation is prevented.

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

Yes. The Company has made compliance with human rights obligations a component of its Supplier Code of Conduct as well as its normal terms and conditions of its agreements and contracts with suppliers

9. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

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

Not Available

LEADERSHIP INDICATORS

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

We respect human rights and have established our Human Rights Policy. The policy details our approach towards human rights and sets the expectations of its stakeholders to adhere to principles of human rights. The policy defines the processes related to raising concerns, designating the redressal authority, setting out redressal process and communication. Our senior management, and Company employees are all subject to our Code of Conduct as adopted by the Board. Our "Supplier Code of Conduct" for value chain partners, suppliers, and service providers addresses pertinent human rights issues. All suppliers are required to adhere to the guidelines set forth in this Code.

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

We enforce respecting Human rights through compliance with our Code of Conduct which covers all our employees. We also have a Supplier Code of Conduct wherein we communicate our expectations regarding respecting human rights and encourage our suppliers to adhere to it.

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?

Most of our work locations are accessible for differently abled employees.

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 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (in tJ)	240	128
Total fuel consumption (B) (in tJ)*	148	124
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	388	252
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.000000020	0.000000018
Energy intensity (optional) – the relevant metric may be selected by the entity	0.63 TJ per restaurant	0.53 TJ per restaurant

* A computational error was found in fuel consumption which was reported in the FY2021-22 which has been corrected and presented in FY 2022-23 report.

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

No

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

Not Applicable

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

Parameter	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	Not available
(ii) Groundwater	32,021	Not available
(iii) Third party water (Municipal water supplies)	479,823	Not available
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	511,844	Not available
Total volume of water consumption (in kilolitres)	511,844	Not available
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000261	Not available
Water intensity (optional) – the relevant metric may be selected by the entity	826 kiloliters per restaurant	Not available

* SFIL has started maintaining water balance measurements from FY 2022-23.

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

No

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

No. However, we have taken multiple initiatives to reduce and recycle our water. Initiatives like improvement in RO membrane technology, aerated faucets, sensor-based water taps and automated level sensors, wastewater disposal systems and RO wastewater recycling for flushing have been implemented. We have an ongoing RO based pilot project going on to further reduce the wastewater rejection from our RO from 50-60% rejected water to 15%. We have also installed rainwater harvesting in one of our restaurants.

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 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – Ozone Depleting Substances (HCFC - 22 or R-22)			

Not Available

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.

Not Applicable

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
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) *	Mt CO ₂	9,232	7,962
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)	Mt CO ₂	47,248	28,090
Total Scope 1 and Scope 2 emissions per rupee of turnover	Mt CO ₂	0.0000029	0.0000026
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Mt CO ₂	91 Mt CO ₂ per restaurant	76 Mt CO ₂ per restaurant

* A computational error was found in Scope 1 with respect to fuel consumption in FY2021-22 which has been corrected and presented in FY 2022-23 report.

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

No

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

Yes. We are focused on ensuring our new restaurants are guided by green building standards. Additionally, we are increasing our renewable installments to harness solar energy which have been installed in 14 restaurants and 55 other installations identified. We have installed VFD for exhaust and use capacitor improvement methods to save energy and reduce overall GHG emission. We use LED lighting, and all our electrical equipment are environment friendly with a moderate to high star rating. To operate in the most efficient way, thus reducing our overall emissions, we use an automated Energy Management System to control our restaurant electrical equipment.

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

Parameter	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
Total Waste generated (in metric tonnes)				
Plastic waste (A)	-		-	
E-waste (B)	-		-	
Bio-medical waste (C)	-		-	
Construction and demolition waste (D)	-		-	
Battery waste (E)	-		-	
Radioactive waste (F)	-		-	
Other Hazardous waste. Please specify, if any. (G)	Used Cooking oil – 183		Used Cooking oil – 43	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	Type of waste	Weight in Mt	Type of waste	Weight in Mt
	Restaurant Food	1,050	Restaurant Food	885
	Restaurant Beverage	4	Restaurant Beverage	4
	Restaurant Paper & Packaging	7	Restaurant Paper & Packaging	8
	Packaging (at customer end)	1,965	Packaging (at customer end)	1,536
Total (A+B + C + D + E + F + G + H)	3,209		2,476	

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	Used cooking oil – 183	Used cooking oil – 43
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	183	43

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

Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1,061	897
Total	1,061	897

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

No

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

Our food waste reduction program is an essential component of our efforts to reduce our environmental footprint. An important initiative is our meal estimating software, which uses real-time data points. This allows us to prepare the necessary amount of food for a specific period, minimizing food waste significantly. We recycle 100% of used cooking oil through authorised vendors who are contractually bound to dispose these in accordance with regulations.

Our waste management policy demonstrates our commitment to managing our waste effectively. We ensure that we safely dispose of our E-waste through authorised partners. We are building various methods and practices to collect and monitor waste generation to reduce waste and recycle maximum waste produced wherever possible.

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:

Not Applicable, the Company does not have any operations / offices in / around ecologically sensitive areas.

None of the factories are in ecologically sensitive areas.

S. No.	Location of operations/offices	Type 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.
Not Applicable			

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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The Company has not undertaken any environmental impact assessments during the current financial year.

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

Yes, we ensure compliance with the applicable environmental laws, regulations, guidelines in India i.e., Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder.

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

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 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	0.4**	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	0.4**	-
From non-renewable sources		
Total electricity consumption (D)	240**	128**
Total fuel consumption (E)	148**	124**
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	388**	252**

* A computational error was found in fuel consumption which was reported in the FY2021-22 which has been corrected and presented in FY 2022-23 report.

** Tera Joule

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

No

2. 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:

Several initiatives have been undertaken, and innovative technologies have also been deployed across the company's operations to reduce resource consumption and environmental impact. The following are some of them:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Green Buildings	As we expand our restaurant footprint, we are exploring the Indian Green Building Council (IGBC) procedures and suggestions in all our newly added restaurants. This is accomplished using our EMS, waste reduction methods, water conservation techniques, and using green building products for interior and exterior construction. The expansion of this effort to our current restaurants is something we are always working on.	Increased restaurant sustainability
2.	Renewable Energy	We are committed to increasing our use of renewable energy even as we work to reduce energy use across all our restaurants. As we grow, our operations teams look for ways to expand the amount of renewable energy we use by installing solar at our restaurants wherever feasible.	Reduced overall GHG emission
3	Energy Management System	In our restaurants, the automated EMS system controls power distribution and usage. It assists our team in extracting and analyzing data on a regular basis. This information allows us to identify inefficient operations and take corrective action.	Increased restaurant efficiency

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

Yes. We have a Business continuity Policy in place. The policy identifies the various business continuity impacts and events, defines our course of action to address and recover, designates responsibility, and sets out the reporting and review mechanisms. Our IT policy covers the Business continuity process relating to our IT systems.

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

ESSENTIAL INDICATORS

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

The Company has affiliations with 2 trade and industry chambers / associations.

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

Engaging with industry associations offers a great opportunity to stay abreast, enabling us to be prepared in a volatile environment. As a leading player in the service industry, we are involved in various dialogues with the members of the below-mentioned associations.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Retailer Association of India (RAI)	
2	National Restaurants Association of India (NRAI)	National

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

Not Applicable

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.

Not applicable. As we are a service-based industry, SIAs do not apply to us.

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

Not Applicable

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

Through our community engagement programs we are dedicated towards the social and economic development of the communities in which we operate. We regularly engage with communities to address their concerns and grievances. We contribute to the Institutions which are engaged in activities aligned to the activities forming part of its CSR policies. Further, the Company also has a Whistleblower Policy* in place for all its stakeholders to file their grievances.

*<https://www.sapphirefoods.in/storage/app/media/Whistle%20Blower%20Policy.pdf>

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

	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs / small producers		
Sourced directly from within the district and neighboring districts		

We procure our raw materials from MSME vendors and regional vendors. Our restaurants are spread across India, and we work with local businesses and generate productive local employment by engaging with vendors from the vicinity of our locations to meet our requirements.

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**ESSENTIAL INDICATORS****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

We record our customers' experiences through a Guest Experience Survey which allows our customers to rate us on hospitality, cleaning, food, and others. This survey is shared as a SMS with customers after receiving our service. Additional customer feedback submitted through social media is analysed and closed in accordance with customer satisfaction. A mystery audit is also carried out to comprehend and enhance the customer experience.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	All products offered contain information on nutritional value, per served value, warnings, allergens, and recycling
Safe and responsible usage	
Recycling and/or safe disposal	

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

The Company received zero consumer complaints during the fiscal year.

Category	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Received during the year	Pending Resolution at end of year	Received during the year	Pending resolution at end of year
Data privacy				
Advertising				
Cyber-security				
Delivery of essential services		Nil		Nil
Restrictive Trade Practices				
Unfair Trade Practices				
Other*	34,144	Nil	2,052	Nil

*Retail customer complaints

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

	Number	Reasons for recall
Voluntary recalls	11	We conduct a quarterly product voluntary recall process at our warehouses.
Forced recalls		

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

Yes, our IT policy and privacy policy serve as a framework data confidentiality is also enforced through our Code of Conduct. <https://www.sapphirefoods.in/privacy-policy>

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

Not Applicable. The Company has not come across any 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.

LEADERSHIP INDICATORS

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

The information about the product and services offered by us is available on the Brand website and are owned and managed by YUM!

Pizza Hut Corporate Website	www.pizzahut.co.in
KFC Corporate Website	www.kfc.co.in

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

We ensure complying with all regulations concerning marketing communications, including advertising, promotion, and sponsorship. Our consumers are informed about any allergens present in their meals through our nutrition booklet enabling them to make informed decisions. These booklets are shared on request by the consumers in all our KFC restaurants.

3. 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)

We gather our customers' experiences through a Guest Experience Survey which allows our customers to rate us on hospitality, cleaning, food, and others. This survey is shared as a SMS with customers after receiving our service. Additional customer feedback submitted through social media is analysed and closed in accordance with customer satisfaction. A mystery audit is also carried out to comprehend and enhance the customer experience.

4. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact
- b. Percentage of data breaches involving personally identifiable information of customers

During FY 22-23 there were no such instances faced at SFIL.