

zomato

Climate Conscious Deliveries



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Achieve Net Zero emissions in Zomato's food ordering and delivery value chain by 2033

Our Goals

We are committed to growing our business with minimal impact on the environment, which is why we set ourselves the goal of achieving Net Zero emissions across our food ordering and delivery value chain by 2033*. The targets we've set for ourselves include:

- Reduce our own emissions by maintaining Scope 1 and Scope 2 emissions at zero
- Reduce our value chain emissions by reducing last mile delivery emissions by 70% on a per km basis by FY30 from a base year of FY22

**Efforts to assess the footprint of subsidiaries such as Hyperpure and Blinkit are underway. Current targets pertain to the standalone legal entity that is focused on food ordering and delivery.*

Our Strategy

We maintain Scope 1 and 2 emissions at zero by purchasing an equivalent amount of verified carbon removal offsets and International Renewable Energy Certificates (IRECs).

Our Scope 3 emissions profile is dominated by 'downstream transportation and distribution' from last-mile deliveries undertaken by our delivery partners who are independent third parties. Every delivery partner who onboards with Zomato is free to choose the type of 2-wheeler vehicle they will use to undertake deliveries. Delivery emissions are largely from traditional petrol-based vehicles.

Our strategy to achieve Net Zero emissions is focused on facilitating delivery partners' transition to using electric two-wheelers. We believe that EVs will, in the long-run, bring down costs of operation and enable greater fleet diversity in addition to reducing emissions from deliveries.

Currently, there are several barriers to the wider adoption of EVs that need to be addressed:

- uneven awareness of EV benefits
- limited supply of EV models well-suited for carrying food deliveries throughout the day
- the higher upfront cost of owning an EV compared to a petrol-based bike
- limited financing options for delivery partners
- lack of reliable access to charging infrastructure across the cities we operate in

To overcome these barriers and prepare our business for a low-carbon future, we've adopted a holistic approach that includes:

- EV awareness
- EV partnerships
- EV bike ownership for delivery partners

EV Awareness

Awareness on the benefits of using EVs for delivery is relatively low, which is why we focus on introducing this technology to our delivery partners through digital communication and on-ground events.

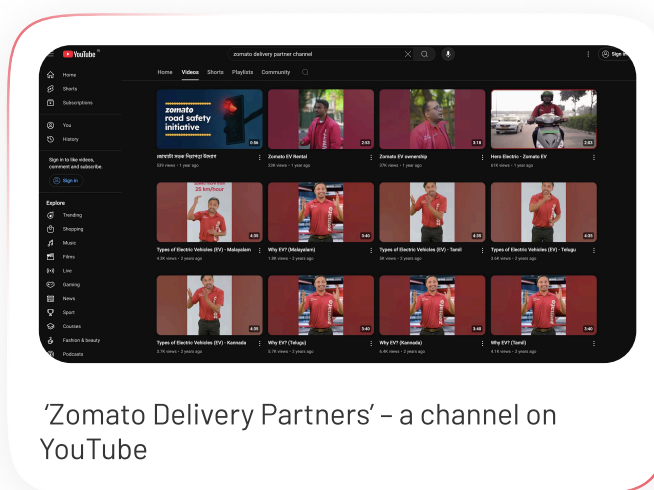
In FY24, more than 2 lakh delivery partners were made aware of the benefits of EVs in the following ways:



Videos and Notifications

Through 'Zomato Delivery Partners' – a channel on YouTube – we have released highly engaging videos to generate awareness among all delivery partners. The content of these videos ranges from topics such as 'Why EVs?' to 'Types of EVs'. Videos are recorded in six languages, with the option of viewing subtitles for clearer understanding. Zomato has also created an exclusive communication hub for Zomato's delivery partners on the delivery partner application.

This serves as a single platform that updates delivery partners of any change that could benefit them, including new EV partnerships and financial products and offers they can avail to own an e-bike. The hub includes access to an EV helpline number that delivery partners can call to make enquiries regarding where and how to access an EV on rent, and available offers. We also have city-based communication channels and dedicated personnel tasked with calling the active delivery partner fleet to convey the benefits of transitioning to e-2Ws.



'Zomato Delivery Partners' – a channel on YouTube

EV Melas and Bazaars

Zomato introduces delivery partners to EV partnerships through on-ground events like EV melas and bazaars. Most delivery partners who seek to use EVs for deliveries need support in understanding which vehicle to use. We curate appropriate models, special discounts and offers for our delivery partners from EV manufacturers and leasing companies and help the latter save on promotional costs.

Participating brands allow delivery partners to test-ride vehicles. In September 2024, over 1,000 delivery partners in Delhi attended the Zomato EV Bazaar (a larger format of the EV melas) where they learned about EV benefits and support mechanisms they could avail to make the switch from petrol to EV bikes. During FY24, Zomato has organized over 200 such EV melas and EV bazaars.



EV Partnerships

One of the biggest barriers to EV adoption by delivery partners is the higher upfront cost of owning an EV and limited charging networks in the cities we operate in. This makes it important to facilitate seamless access to EVs on rent and maintain updated information on reliable charging/swapping points to enable the transition. Our partnerships with 50+ EV rental agencies, EV financing and battery swapping companies and EV-based logistic service providers helps in closing this gap.

These partnerships are powered by integrations that enable delivery partners to view and book EVs to rent in their zone of operation seamlessly through the 'Rent an EV' feature on the Zomato delivery partner app. Partners are also able to view conveniently located charging and swapping points that fall in their zone directly on the delivery partner app.

EV Bike Ownership

For delivery partners interested in purchasing EVs, our tie-ups with non-banking financial partners who specialize in EV financing support their access to loans on reasonable terms. Depending on the financing partner, our tie-ups often enable delivery partners to access EV financing without the need for collateral deposits or credit scores.

As a result of our efforts to date, in January 2025, we had 51,000+ active EV-based delivery partners in Zomato and Blinkit across 400+ Indian cities. Our last-mile delivery emissions on a per km basis reduced by 9.4% in FY24 when compared to FY22. In fact, 8% of food delivery orders were delivered by EVs in FY24, helping avoid 3,180 tCO₂e (Scope 3) emissions.

