

Diversity, Equity and Inclusion



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Driving equity through our value chain

Our Goals

At Eternal, we are committed to building an innovation-focused business powered by a diverse workforce where individuals from varied backgrounds can achieve their potential.

Our goal is to achieve a minimum of 50% representation of women, LGBTQIA+ individuals, persons with disabilities (PwDs), veterans and other historically disadvantaged groups in our full-time employee base and Board by 2030.

In addition, we believe there are significant opportunities to promote inclusion in our value chain, including in our delivery fleet. We have begun exploring these opportunities systematically and have made specific commitments towards onboarding women and PwDs.

In September 2024, we committed to supporting the training of 10,000 women to promote women's participation in rapidly growing fields, such as last-mile deliveries, by collaborating with non-profit and skilling sectors.

After reaching a milestone of over 1,600 delivery partners with disabilities in our fleet in December 2024, we set ourselves a goal — to onboard 5,000 PwDs as delivery partners. This commitment aims to expand opportunities for PwDs in last-mile deliveries and build on the impact they are already making.

Our Approach

Our approach has three broad pillars: 1. inclusive policies, 2. employee resource groups, 3. infrastructure and technology.

Inclusive Policies

Our strategy begins with policies that enable individuals from diverse groups to succeed in the workplace:

- Our **Equal Opportunity, Diversity and Inclusion policy** ensures we provide equal opportunities and a respectful work environment to everyone (employees, candidates and external stakeholders), irrespective of race, ethnicity, gender, sexual orientation, age, religion, disability or any other characteristic protected by law.
- Our **Prevention of Sexual Harassment, Human Rights and Code of Conduct policies** for employees work to protect them from any kind of identity-based or non-identity based harassment.
- **Maternity benefits** are available to women employees as part of their employer-facilitated insurance and in line with the law. We have also enabled our women delivery partners to avail maternity benefits via our delivery partner insurance program.



- Under our **Equal Parental Leave policy**, we offer 26 weeks of paid leave to birthing and non-birthing parents, irrespective of their gender, including same-sex parents and employees who became parents via surrogacy and adoption.
- We offer **10 days of period leave for all women and trans employees** in recognition of the different biological needs of different genders. We also provide two paid period rest days per month for our women delivery partners.
- We are a **signatory to the UN Women's Empowerment Principles** and disclose our performance on gender diversity in our annual reports.

We endeavour to make our office facilities accessible to better support individuals with disabilities working at Eternal. This includes ramps, disability-friendly elevators, gender-neutral accessible toilets and accessible parking. We also offer employees and workers the option to confidentially disclose any disabilities through a voluntary disclosure form at the time of onboarding. This is done to understand the kind of reasonable accommodations they might require to thrive at Eternal.

Our Veterans' Program supports the transition of ex-service members to civilian careers by offering a platform to connect, share experiences and leverage their leadership skills. This helps veterans thrive in the workplace and contribute their unique perspectives to our team.

We conduct training and sensitization workshops on inclusive hiring, disability sensitization and inclusive management practices that address unconscious bias. These programs are essential to create an environment where every individual is respected, valued and given equal opportunities to succeed.

Employee Resource Groups

Our dedicated employee resource groups serve as an empowering networking space for peer connections, learning, enabling visibility of their success and building the skills of community members.



ERG for Women

With over 600 members and counting, our women's Employee Resource Group (ERG) hosts impactful sessions and programs tailored to the skills and development needs of women. Some of these include:

- Leadership insights from women leaders at Eternal
- Awareness sessions on women's health
- Speed networking for professional growth
- Learning sessions from women in tech, finance and entrepreneurs
- Support in planning investments for women through a program called 'She Invests'
- Advice on building one's own brand to succeed in corporate environments



ERG for Parents

Returning to work for new parents, particularly mothers, can be both exciting and challenging, and we do our best to make the transition as smooth as possible through coaching and relevant programming. Our parents' group offers a space for parents to access and share resources and tips with one another and organizes events such as 'bring your kids to work day.'

We also have access to a mix of in-house and partner day-care creches available at our sites or close by for parents to avail.



Out & About: ERG for LGBTQIA+ Community and Allies

Our mission is to foster a culture of inclusion across all our workplaces and our 'Out and About ERG' encourages members of the LGBTQIA+ community to connect, advocate and support one another.

We regularly host learning sessions to educate peers on LGBTQIA+ terminology, challenges and experiences through partnerships with leading NGOs and inclusion experts. We actively work to break stereotypes and dispel myths by inviting community role models and activists to share their stories. Notable past events include 'Pride Kitchen' with Kalki Subramaniam, an author, social worker and trans rights activist, who, accompanied by a team of trans chefs, led an inspiring discussion on empowerment and diversity while sharing a delicious meal cooked by the community chefs.

We also have a dedicated Wellness Team that is guided by a queer-affirmative therapist that supports our mission of creating a safe and welcoming space for everyone.

Our efforts have been recognized with a Bronze award for LGBTQIA+ inclusion in the workplace by the India Workplace Equality Index in 2024.

Infrastructure and Technology

Zomato's diversity ambitions are focused on building inclusivity in our value chain and stakeholder ecosystem, beyond our corporate workforce as well. We have designed several programs that leverage infrastructure and technology to support diverse stakeholders in thriving with Zomato.

Zomato's Livelihood Program for Women

Our program to onboard women delivery partners offers women a variety of benefits, several of which are enabled by technology.

- Higher payouts for women delivery partners
- Option to undertake only short distance orders, if they prefer
- Free safety and hygiene kit during onboarding, containing an alarm keychain, a sanitary napkin and a toilet sanitizer
- Period leaves for active women delivery partners
Choice of wearing a kurta or a t-shirt to undertake deliveries
- Whatsapp-based support groups of women delivery partners in the same zone
- 24x7 SOS emergency support
- Health, accidental and maternity benefit insurance
- Scholarships for children of eligible delivery partners
- Facility to report a location as unsafe/black zone and have all riders re-routed from that location, thereby protecting all delivery partners

In March 2025, close to 6,150 women worked in various logistic roles across Zomato, Blinkit and Hyperpure ecosystems. These efforts have received recognition from prestigious institutions: we won the UN Women Empowerment Principles Award for the Best Community Engagement & Partnerships initiative in Asia-Pacific for our women delivery partner program in December 2024.

Most recently, in March 2025, we launched a Women's Riding Center initiative where we train women in two-wheeler riding skills in addition to skills needed to navigate the Zomato delivery.

Zomato's Livelihood Program for Persons with Disabilities (PwDs)

Zomato's livelihood project for persons with disabilities offers meaningful opportunities for this traditionally economically marginalized group to access dignified livelihood opportunities.

In collaboration with Neomotion Assistive Solutions, the project focuses on empowering individuals with locomotor disabilities to be onboarded as delivery partners by using customized "NeoFly" wheelchairs and "NeoBolt" motorized clip-ons. In addition, we are making special efforts to onboard and support members with hearing and speech impairment.

As of January 2025, over 2,100 PwDs (over 1,500 with locomotor disabilities and over 500 with hearing and speech impairments) have been onboarded as delivery partners, having undertaken 48 lakh deliveries across 178 cities, including New Delhi, Bangalore, Mumbai, Bhopal, Jaipur, Chandigarh, Agra and Lucknow.

We support the initiative by waiving onboarding fees, registering wheelchairs separately and assigning short-distance deliveries to the delivery partners, enabling a smoother integration into the ecosystem. We also train our fleet coaches to be more supportive and assign a dedicated coordinator to help address any concerns or challenges.

In December 2024, we received the prestigious National Award for Empowerment of Persons with Disabilities from the Ministry of Social Justice and Empowerment, Government of India. It recognized our efforts to foster inclusivity and inspire others to contribute to a more equitable society. We also won the Silver award at the prestigious SKOCH ESG awards in the 'Social Excellence' category. The award celebrated our commitment to making the platform inclusive for all and providing sustainable and equitable livelihood opportunities through our growing delivery fleet.