

ESG FACTSHEET, FY23

I. About this Factsheet

Reporting boundary Zomato Limited (on a standalone basis)*

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

Reporting period 1st April 2022 - 31st March 2023















External assurance This ESG Factsheet, FY23 has been externally assured by Ernst & Young Associates LLP.

Note: External assurance statement of the ESG Factsheet can be found on page 19 and external assurance statement of GHG emissions can be found on page 22

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

II. Sustainability themes

In FY22, we laid out six core themes in alignment with the United Nations Sustainable Development Goals ("UN SDGs") to make our business sustainable. In FY23, we have expanded our sustainability themes to make our ESG management approach and disclosures more comprehensive. The section below highlights our sustainability themes.

Theme	Description	
1 Climate conscious deliveries	Reducing and offsetting our emissions	 
2 Waste free world	Reduction, re-use and recycling of all waste generated by our operations	
3 Zero hunger	Solving chronic hunger and malnutrition in India	  
4 Sustainable livelihoods	Benefitting restaurants and delivery partners through opportunities for growth	 
5 Health, safety and wellbeing for all	Supporting health, safety and wellbeing of stakeholders across our value chain	 
6 Diversity, equity and inclusion	Providing equal opportunities to everyone across our value chain	
7 Customer centricity	Delighting customers through Accessibility, Affordability, Assortment and Quality	 
8 Sustainable governance, security and privacy	Building trust and reducing risk for all stakeholders	

III. Our material responsible business conduct and sustainability issues

Sr. No.	Material issue identified	Risk or opportunity	Rationale for identifying the risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Environment Climate change, GHG emissions and energy efficiency in operations	Risk	Risk- Climate change, lack of management of GHG emissions and energy efficiency in operations pose a significant risk to business due to rising temperature, changes in precipitation patterns, extreme weather events and evolving regulatory requirements.	Our climate risk management measures- <ul style="list-style-type: none"> • Migration to EV based deliveries- Our emissions profile is dominated by emissions from transportation undertaken by delivery partners. We have signed partnership agreements with EV OEMs and service operators to enable delivery partners to transition to EVs so we can offer 100% EV-based deliveries by 2030. As of March 2023, we had an active EV delivery fleet of ~13,500 vehicles which is 3x the number compared to March 2022. • Purchase of IRECs and carbon offsets- In FY23, we maintained net greenhouse gas emissions from our operations (classified as Scope 1, 2) at zero by procuring International Renewable Energy Certificates (IRECs) covering 100% of our electricity consumption (Scope 2). We also purchased verified carbon removal offsets equivalent to 100% of our Scope 1 emissions. • Initiatives for delivery partners- We have taken various initiatives to help protect delivery partners, such as investing in high quality water-proof rain apparel. Additionally, we have installed Automatic Weather Stations (AWS) in select cities to better respond to adverse weather conditions. 	Negative implications- Failure to address climate-related risks or non-compliance with the applicable regulations may lead to penalties, decreased customer preference, resulting in negative financial impact.
2	Social Talent attraction and human capital development	Risk	Risk- Lack of talent with required skills, high attrition and low human capital development may result in business disruptions, negative impact on reputation, and may limit the Company's ability to achieve its business goals.	<ul style="list-style-type: none"> • Hiring procedures- Zomato has a structured mechanism in place to identify suitable talent with required skills through campus hiring, participation in job fairs, internal employee referrals, periodic hiring drives and partnering with independent external organizations. • Benchmarking of employee benefits- Periodically, benchmarking of employee benefits and salary is done to ensure that benefits provided to employees are in line with industry standards. Regular training and workshops are conducted for employees to facilitate learning and development of employees. 	Negative implications- Shortage of talent, high attrition, skills obsolescence may lead to business disruption and loss of intellectual capital, impact operational efficiency and productivity resulting in negative financial impact.

Sr. No.	Material issue identified	Risk or opportunity	Rationale for identifying the risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
				<ul style="list-style-type: none"> • Grievance redressal mechanism- A transparent grievance redressal mechanism is in place for managing employee grievances related to sexual harassment, whistleblower complaints, human rights, etc. • Diversity- Zomato has an Equal Opportunity, Diversity and Inclusion policy. The company offers equal Parental Leave for all parents, irrespective of gender, Period Leaves for female and transgender employees, Gender Reassignment Surgery Cover as part of its employee medical insurance plan, and Employee Resource Groups (ERGs) for parents, mothers, and members and allies of the LGBTQ+ community. Further, in July 2023, Zomato became a signatory to the UN Women's Empowerment Principles, and a supporter of the UN Standards of Conduct for Business Tackling Discrimination against LGBTQ+ People. 	
3	Social Health and safety of delivery partners	Risk	Risk- Lack of adequate health and safety measures for delivery partners may result in business disruption, injuries or casualties, higher attrition, legal action, reputational damage, etc.	<ul style="list-style-type: none"> • Training- All delivery partners have to mandatorily complete a road safety training module at the time of onboarding. Further, we conduct periodic awareness programs and training on health & safety for our delivery partners in collaboration with local authorities. • SOS service- SOS services are available to provide immediate support to delivery partners in case of emergencies, including accidents, vehicle breakdown, etc. Additionally, ambulance services have also been introduced in select cities to provide immediate and free ambulance services to delivery partners. • Insurance coverage- All delivery partners active on the platform are provided with free accidental and medical insurance cover along with disability/ death benefits. • Others- Zomato has introduced a shelter project to provide resting points for delivery partners. Further, delivery partners have been provided high quality waterproof apparel for protection from rain. Zomato has also installed Automatic Weather Stations (AWS) to better respond to adverse weather conditions in select cities. 	Negative implications- Failure to provide a healthy and safe work environment may result in serious work related injuries, casualties, lawsuits, reputational damage, business disruption, resulting in negative financial impact.

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

IV. ESG targets

From the very start of our business operations, our approach has been guided by our commitment to responsible and sustainable business growth while creating value for all our stakeholders. In line with this commitment, we continue to push the boundaries and take on new goals that help make our planet greener and our business more sustainable for future generations.

GHG Emission Reduction Commitments

- Our newest goal is to reach 'Net Zero' emissions across our food ordering and delivery value chain in the next 10 years, i.e., by 2033. This is applicable to the value chain of the food ordering and delivery business, i.e. services under Zomato Limited (standalone entity).
- To address our Scope 3 emissions, we have committed to 100% EV-based deliveries by 2030 and we have joined the Climate Group's EV100 initiative.

Our Waste Reduction and Recycling Commitments

Against our Waste Reduction and Recycling Commitments, we have set the following targets and goals

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

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

V. Performance against ESG targets

Against our GHG Emission Reduction Commitments

- In March 2023, we had onboarded ~13,500 EV-based delivery partners, 3x increase over the number of EV-based delivery partners in March 2022. While this is still only 4.3% of the average monthly active delivery partners for Q4FY23 for Zomato, we have signed partnerships with over 50 players in the EV ecosystem with the target of onboarding 100,000 EV-based delivery partners in the next 2 years.
- Our logistics team also runs awareness campaigns for delivery partners to explain the benefits of switching to electric vehicles and address their doubts. We also routinely organize EV melas where various EV-bike manufacturing and rental companies can display their models to delivery partners and offer test-rides
- ~2,37,000 delivery partners have been made aware of the benefits of EVs via digital and offline communication campaigns.
- More than 50 Partnerships signed with various players in the 2W EV ecosystem including OEMs, Battery-as-a-service operators and EV rental companies.
- 'Best ESG Performance in Sustainable Transportation' from Transformance Forums 'ESG Summit and Awards' in April 2023
- Additionally, in FY23, we maintained net greenhouse gas emissions from our operations (classified as Scope 1, 2) at zero by procuring International Renewable Energy Certificates (IRECs) covering 100% of our electricity consumption (Scope 2). We also purchased verified carbon removal offsets equivalent to 100% of our Scope 1 emissions.

Against our Waste Reduction and Recycling Commitments

- Zomato voluntarily recycled 20,000 MT of plastic waste in FY23, more than 2X the amount of plastic used by restaurants for packaging orders as per an independent external assessment fully meeting the target of 100% plastic neutral deliveries in FY23
<https://www.zomato.com/blog/introducing-100-plastic-neutral-deliveries>
- Certificate of Appreciation from the Municipal Corporation of Delhi for our achievement in December 2022
- 'Best ESG Performance in Packaging and Waste Management Award' from Transformance Forums 'ESG Summit and Awards' in April 2023
- We are in the process of engaging relevant subject matter experts and external partners to support implementation of our commitments against eco-friendly deliveries and education campaigns for customers (end-users) and restaurant partners to meet our commitments.

Below highlights our performance against environment, social and governance parameters.

VI. Environmental indicators

i) Energy consumption

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	2379.72 GJ**	1487.83 GJ
Total fuel consumption (B)	118.19 GJ	218.45 GJ
Total energy consumption (A+B)	2497.91 GJ	1706.28 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	53.06 J / rupee of turnover	47.25 J / rupee of turnover

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

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

ii) GHG emissions

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	Gross: 7.80 tCO ₂ e Net: 0*	15.19 tCO ₂ e
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Gross: 469.03 tCO ₂ e Net: 0**	314.52 tCO ₂ e
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	0.0000000101293 tCO ₂ e / rupee of turnover	0.0000000091307 tCO ₂ e / rupee of turnover

Parameter	Unit	FY 2022-23	FY 2021-22
Scope 3 emissions			
Purchased goods & services and capital goods	Metric tonnes of CO2 equivalent	8,921.40 tCO2e	5,414.91 tCO2e
Downstream transportation and distribution	Metric tonnes of CO2 equivalent	151,130.00 tCO2e	1,26,078.23 tCO2e
Waste generated in operations	Metric tonnes of CO2 equivalent	9.80 tCO2e	-
Employee commuting	Metric tonnes of CO2 equivalent	2,524.63 tCO2e	1,856.00 tCO2e
Business travel	Metric tonnes of CO2 equivalent	791.87 tCO2e	568.34 tCO2e
Fuel & Energy related activities not included in Scope 1 & Scope 2	Metric tonnes of CO2 equivalent	279.00 tCO2e	205.50 tCO2e
Total Scope 3 emissions***	Metric tonnes of CO2 equivalent	163,656.71 tCO2e	134,122.97 tCO2e
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO2 equivalent	0.0000034765703 tCO2 e/ rupee of turnover	0.0000037143180 tCO2 e/ rupee of turnover

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

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

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

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

iii) Water consumption

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Third-party water (municipal water supplies)	10,929	9,372
(ii) Others	317	101
Total volume of water withdrawal (in kilolitres) (i + ii)	11,246	9,473
Total volume of water consumption (in kilolitres)	11,246	9,473
Water intensity per rupee of turnover (water consumed / turnover)	2.39 kL/crore	2.62 kL/crore

iv) Waste

Parameter	FY 2022-23	FY 2021-22*
Total waste generated (in metric tonnes)		
Plastic waste (A)	5.06	-
E-waste (B)	2.98	0.06
Bio-medical waste (C)	0.65	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) D	Wet Waste= 7.26 Paper & Cardboard= 12.40	-
Total (A + B + C + D)	28.35	0.06

* In the above table, for FY22, '-' denotes that data is not recorded for the respective waste category.

Parameter	FY 2022-23	FY 2021-22
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	10.17	0.06
Total	10.17	0.06
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.65	-
(ii) Landfilling	14.54	-
(iii) Other disposal operations	2.99	-
Total (A + B + C + D)	18.18	-

Zomato has partnered with authorized waste recyclers for recycling and safe disposal of all waste generated from its office operations, in accordance with applicable laws and regulations.

V. Additional voluntary environmental initiatives

1	Don't send cutlery initiative	The 'don't send cutlery' initiative is designed to reduce single-use material waste. This initiative has been activated on our mobile application and requires end-users to explicitly 'opt-in' for cutlery, if needed.	This initiative has resulted in a reduction of restaurant orders sent with cutlery by 70%, preventing usage of single-use materials and reducing an estimated ~700 MT of cutlery waste for FY23.
2	Bring Your Own Bottle	We are committed to promoting environmental consciousness within our organization. In FY23, we organized a 'Bring Your Own Bottle' initiative at our Corporate Headquarters in Gurgaon to eliminate the use of paper cups for drinking water purposes.	This initiative led to an elimination of ~30 kgs of paper cup waste in FY23.

VII. Social indicators

i) Employees and workers

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

*Permanent employees include those who are employed for an indeterminate period.

**Other than permanent employees include those who are employed for a fixed-term contract.

***Other than permanent workers include housekeeping, security, technical staff, pantry staff, driver, creche staff and emergency medical technicians.

ii) Permanent employee breakdown by nationality

Nationality (FY23)	Female (A)	Female (%)	Male	Male (%)	Other	Other (%)
Indian	751	99.60%	2678	99.74%	1	100%
Pakistani	0	0%	3	0.11%	0	0%
Nepalese	1	0.13%	1	0.04%	0	0%
Colombian	0	0%	1	0.04%	0	0%
Lebanese	1	0.13%	0	0%	0	0%
British	0	0%	1	0.04%	0	0%
Americal	0	0%	1	0.04%	0	0%
Jordanian	1	0.13%	0	0%	0	0%
Total	754	100%	2685	100%	1	100%

iii) Representation of women

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

iv) Mean remuneration of permanent employees

Details	Male	Female	Other	Total
Permanent employee headcount (A)	2,685	754	1	3,440
Total annual compensation (B)(INR mn)	4,252.4	1,163.3	1.3	5,416.9
Mean compensation (B/A)(INR mn)	1.6	1.5	1.3	1.6

v) Number of new hires in permanent employee category

Category	FY 2022-23				FY 2021-22				FY 2020-21			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent employees- new hires	1060	285	0	1345	1162	382	0	1544	535	117	0	652

vi) Turnover rate of permanent employees

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

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

vii) Training and awareness programs*

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	1	BRSR Principles**	100%
Key Managerial Personnel	4	BRSR principles, Health & Safety, Human Rights, Security Awareness	100%
Permanent employees other than BoDs and KMPs	2***	Human Rights and POSH	94.80%

*Total training hours for permanent employees, FY23: 50554.40

- Male- 39036.43 | Female- 11502.14 | Others- 15.83

- Technical training- 23454.10 | Non-technical training- 9781.55 | Onboarding training- 17318.75

**Business Responsibility and Sustainability Reporting Principles

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

viii) Details of measures for the well-being of employees and workers

a. Employees

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

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

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

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

b. Workers

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

ix) Retirement benefits for permanent employees

Category	FY 2022-23		FY 2021-22	
	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.)
Male	98.44%	Y	97.34%	Y
Female	100%	Not applicable	100%	Not applicable
Other	100%	Y	100%	Y

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

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

x) Return to work and retention rates of permanent employees that took parental leave in FY23.

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

xi) Grievance redressal mechanism

Zomato has established a grievance redressal mechanism for its workforce to receive and address their concerns. Zomato has a dedicated email channel accessible to all to raise any complaints/ issues.

Complaints can be filed by writing to the People Assist Team at peopleassist@zomato.com or the Internal Complaints Committee at speakup@zomato.com.

xii) Performance and career development reviews of permanent employees

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Male	2685	2685	100%	2562	2562	100%
Female	754	754	100%	888	888	100%
Others	1	1	100%	1	1	100%
Total	3440	3440	100%	3451	3451	100%

xiii) Health & safety and skill upgradation trainings for permanent employees

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C/A)		No. (E)	% (E / D)	No.(F)	% (F / D)
Male	2685	2481	92.40%	2182	81.27%	2562	0	0%	0	0%
Female	754	679	90.05%	620	82.23%	888	0	0%	0	0%
Others	1	1	100%	1	100%	1	0	0%	0	0%
Total	3440	3161	91.89%	2803	81.48%	3451	0	0%	0	0%

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

xiv) Health and safety management system

a. Occupational health and safety management system

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

However, since we are committed to achieving high standards of health and safety, all the offices in the reporting boundary have implemented a health & safety management system. All office buildings in the reporting boundary are designed safe and are equipped with safety systems such as fire detection, fire fighting system, safe means of escape, assembly point, emergency evacuation plan, etc. We have also circulated health and safety awareness posters to our workforce. Our facilities and administration team regularly check the compliance of the safety system and ensure its functionality.

b. Processes used to identify work-related hazards and assess risks on a routine and non-routine basis

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

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

c. Reporting work-related hazards

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

d. Access to non-occupational medical and healthcare services

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

xv) Details of safety related incidents

Safety incident/ number for permanent employees	FY 2022-23	FY 2021-22
Lost Time Injury Fre-quency Rate (LTIFR)(per one-million-person hour worked)	0	0
Total recordable work-related injuries	0	0
No. of fatalities	0	0
High consequence work-related injury or ill-health (excluding fatalities)	0	0

xvi) Measures taken by the entity to ensure a safe and healthy workplace

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

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

xvii) Health and safety assessments

Details	Health and safety assessments coverage of offices
Health and safety practices	100%
Working Conditions	<p>For Zomato's Corporate Office in Gurgaon office, we have conducted a detailed occupational health & safety assessment by an independent external organization.</p> <p>In addition, we also engaged another independent external organization to conduct a Human Rights Assessment (including health and safety related practices and systems) for Zomato Limited.</p>

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

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

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

xviii) Life insurance or any compensatory package in the event of death

All employees are covered by a group accident insurance policy that offers compensation to their family in the event of the death of employees due to an accident.

xix) Human rights

a. Internal mechanisms in place to redress grievances related to human rights issues

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

- The Chief People Officer is responsible for the supervision of the Human Rights Policy.
- Instances related to human rights can be reported on a dedicated email ID.
- All complaints are kept confidential and investigated promptly.

In addition, we have a grievance mechanism in place for our value chain partners to report instances related to human rights.

b. Complaints related to human rights

Details	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	4	0	-	2	0	-
Discrimination at workplace	0	0	-	0	0	-
Child labour	0	0	-	0	0	-
Forced labour/Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

c. Human rights assessments for the year

Details	Health and safety assessments coverage of offices
Child labour	100% of offices covered.
Forced/ involuntary labour	We engaged an independent external organization to conduct a Human Rights Assessment for Zomato Limited.
Sexual harassment	
Discrimination at workplace	The assessment included the below:
Wages	<ul style="list-style-type: none"> A diagnostic review of human rights systems, operating policies and procedures for the entire organization.
Others – please specify	<ul style="list-style-type: none"> Focused discussion with HR representative to understand existing human rights systems and practices. Online human rights risk assessment survey was conducted covering sample employees in select locations.

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

xx) Integration of ESG in our supplier code of conduct

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

xxi) Additional voluntary social initiatives

a. Zero hunger

Our commitment to Zero Hunger is primarily through Feeding India by Zomato (FI). FI is a collaboration with Hunger Heroes, a not-for-profit organization, dedicated towards solving chronic hunger and malnutrition in India. The purpose of FI is to leverage Zomato's relationships with the food industry, and our community of

customers to provide food to underprivileged people in India, particularly women and children, who run the risk of extreme hunger and malnutrition.

Note: As per independent external assessment.

In Dec-22, FI hosted its first ever Zomato Feeding India Concert (ZFIC) headlined by American rapper Post Malone. The concert was attended by ~25k people including several eminent personalities, who became familiar with FI's work and the cause of hunger and malnutrition. ZFIC was a concert with a cause aimed to start a global call to action led by citizens of India, corporations, and leaders in a collective pursuit to build a malnutrition-free society.

Feeding India, in collaboration with Unacademy, has also launched a national campaign to support at-risk children who faced the irreplaceable loss of a parent during the pandemic and have lost nutritional security and access to education as a result.

b. Diversity, equity and inclusion

Zomato is committed to providing equal opportunities to everyone across our value chain, especially delivery partners. With that intent, we target to onboard 300 differently-abled delivery partners by Dec-23. We onboarded 100 such partners by Mar-23, who traveled ~28,000 kms to deliver ~9k orders in FY23. We are glad that we could play a part in generating earning opportunities for these partners in their quest to become self-reliant. In March-23, we also had ~2,000 active female delivery partners on our platform.

Our workplace diversity, equity and inclusion agenda are focused on cognitive diversity, higher women participation and inclusion of the differently-abled and LGBTQIA+ communities. We have multiple initiatives to promote workplace diversity, including:

- 10 menstrual leaves annually to employees and 2 days of menstrual leave per month to female delivery partners
- Six month parental leave available to all employees regardless of gender: Applicable in case of surrogacy / adoption too

Our Board of Directors comprises 57% female directors (Mar-23). We also have programs in place to support women returning to work after a break.

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

VIII. Governance indicators

i) ESG governance

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

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

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

ii) Anti-corruption and anti-bribery

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

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

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

iii) Disciplinary action taken by any law enforcement agency for the charges of bribery/corruption

Details	FY 2022-23	FY 2021-22
Directors	0	0
KMPs	0	0
Permanent employees	0	0

iv) Complaints with regard to conflict of interest

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

IX. External assurance



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Independent practitioner's assurance report

The Management and Board of Directors
Zomato Limited
Pioneer Square Building, 3rd Floor, Sector-62,
Gurugram, Haryana 122002, India

Scope

We have been engaged by Zomato Limited to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements 3000 (Revised), hereafter referred to as the engagement, to report on Zomato Limited's sustainability performance data as mentioned below (the "Subject Matter") contained in Zomato Limited's (the "Company's") Sustainability Factsheet FY 2023 for the period from 01 April 2022 to 31 March 2023 (the "Report").

S.No.	GRI	Indicators
1	GRI 2-7	Employees
2	GRI 2-8	Workers who are not employees
3	GRI 303-5	Water consumption
4	GRI 306-3	Waste generated
5	GRI 306-4	Waste diverted from disposal
6	GRI 306-5	Waste directed to disposal
7	GRI 401-1	New employee hires and employee turnover
8	GRI 401-3	Parental leave
9	GRI 403-9	Work-related injuries
10	GRI 404-1	Average hours of training per year per employee
11	GRI 405-1	Diversity of governance bodies and employees
12	GRI 406-1	Incidents of discrimination and corrective actions taken

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

Criteria applied by Zomato Limited

In preparing the Sustainability Factsheet FY 2023, Zomato Limited applied the GRI Standards of the Global Reporting Initiative (Criteria). As a result, the subject matter information may not be suitable for another purpose.

Zomato Limited's responsibilities

Zomato Limited's management is responsible for selecting the Criteria, and for presenting the Sustainability Factsheet in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.



We conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ('ISAE 3000 (Revised)'), and the terms of reference for this engagement agreement dated 22.03.2023, and its subsequent addendums dated on 21.07.2023 and 01.09.2023. Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our independence and quality management

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Management 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the subject matter and related information and applying analytical and other appropriate procedures.

Our procedures included:

- The scope of our work for this assurance engagement was limited to the review of information pertaining to environmental and social performance for the period 1st April 2022 to 31st March 2023.
- The scope and boundaries of the sustainability performance disclosures cover Zomato Limited (on a standalone basis).
- Conducted interviews with select personnel and corporate teams to understand the process for collecting, collating, and reporting the subject matter as per GRI Reporting Standard.

- Remote verification of data for Zomato on a selective test basis for the office locations (Gurgaon, Bangalore, Kolkata and UAE) through consultations with the corporate sustainability team.
- Checked calculations and methodologies outlined in the Criteria.
- Undertook analytical review procedures to support the reasonableness of the data.
- Execution of an audit trail of claims and data streams, on a selective test basis, to determine the level of accuracy in the collection, transcription, and aggregation processes followed.
- Review of the Company's plans, policies and practices, pertaining to their social, environment and sustainable development, so as to be able to make comments on the fairness of Sustainability Factsheet reporting.

We also performed such other procedures as we considered necessary in the circumstances.

Emphasis of matter

The assurance scope excludes:

- Data and information outside the defined reporting period - 1 April 2022 to 31 March 2023;
- Data and information on the economic and financial performance of the Company;
- Data, statements, and claims already available in the public domain through Annual Report, or other sources;
- The Company's statements that describe the expression of opinion, belief, inference, aspiration, expectation, aim, or future intention provided by the Company
- The Company's compliance with regulations, acts, and guidelines concerning various regulatory agencies and other legal matters.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the subject matter for the period of 1 April 2022 to 31 March 2023, in order for it to be in accordance with the Criteria.

Restricted use

This report is intended solely for the information and use of Zomato Limited and is not intended to be and should not be used by anyone other than those specified parties.

For and on behalf of Ernst & Young Associates LLP.



Saunak Saha
Partner
Dated: 06 September 2023
Place: Gurugram, India



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Independent Assurance Statement

The Management and Board of Directors
Zomato Limited
Pioneer Square Building, 3rd Floor, Sector-62,
Gurugram, Haryana 122002, India

Scope

We have been engaged by Zomato Limited to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements, hereafter referred to as the engagement, to report on the accompanying GHG statement of Zomato Limited for the period 1st April 2022 to 31st March 2023 comprising the GHG Inventory FY 2022-23 ("the Subject Matter").

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

Criteria applied by Zomato Limited

In preparing the annual Greenhouse Gas (GHG) Inventory, Zomato Limited applied the WBCSD's GHG Protocol Corporate Accounting and Reporting Standard (Criteria). GHG Protocol Criteria were specifically designed for the estimation of Greenhouse Gas (GHG) inventory; As a result, the subject matter information may not be suitable for another purpose.

Zomato Limited's responsibilities

Zomato Limited's management is responsible for selecting the Criteria, and for presenting the annual Greenhouse Gas (GHG) inventory (the "Report") by that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records, and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3410'), and the terms of reference for this engagement as agreed with Zomato Limited on 22/03/2023. Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Our Independence and Quality Management

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance review.

EY also applies International Standard on Quality Management 1, Quality Management for Firms that Perform Audits and Reviews of Financial Statements, and Another Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidencethat would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems. The Green House Gas quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of GHGs. Additionally, GHG procedures are subject to estimation (or measurement) uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the annual Greenhouse Gas (GHG) inventory and related information and applying analytical and other appropriate procedures.

Our procedures included:

- Conducted interviews with select personnel and corporate teams to understand the process for collecting, collating, and reporting the subject matter as per GHG Protocol Corporate Accounting and Reporting Standard.
- Remote verification of data for Zomato on a selective test basis for the following locations through consultations with the corporate sustainability team:

S.No.	Entity	Location
1	Offices	Gurugram, Bangalore, Kolkata, UAE*
*Note: Only Scope 3 Emissions have been considered for UAE for the following categories: Purchased Goods & Services, Capital Goods, Business travel, Downstream Transportation & Distribution and Employee commute		

- Checked calculations and methodologies outlined in the Criteria;
- Undertook analytical review procedures to support the reasonableness of the data
- Execution of an audit trail of claims and data streams, on a selective test basis, to determine the level of accuracy in the collection, transcription, and aggregation processes followed;
- Review of Scope 1 and Scope 2 Emissions:
 - Scope 1: Stationary and Mobile Combustion Emissions
 - Scope 2: Purchased Electricity
- Review of Scope 3 emissions for following categories:
 - Category 1 - Purchased Goods & Services
 - Category 2 - Capital Goods
 - Category 3- Fuel & Energy Related activities not included in Scope 1 or Scope 2
 - Category 5- Waste Generated in Operations



- Category 6 - Business Travel
- Category 7 - Employee Commute
- Category 9 - Downstream Transportation & Distribution

We also performed such other procedures as we considered necessary in the circumstances.

Emphasis of matter

The assurance scope excludes:

- Data and information outside the defined reporting period-1 April 2022 to 31 March 2023;
- Data and information on the economic and financial performance of the Company;
- Data, statements, and claims already available in the public domain through Annual Report, or other sources;
- The Company's statements that describe the expression of opinion, belief, inference, aspiration, expectation, aim, or future intention.

The Company's compliance with regulations, acts, and guidelines concerning various regulatory agencies and other legal matters

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that need be made to the annual Greenhouse Gas (GHG) inventory for the period from 01st April 2022 to 31st March 2023, in order for it to be in accordance with the Criteria. The reported GHG emissions and voluntary carbon offsets procured for the reporting period are:

Scopes	Categories	GHG Emissions (FY23)	UoM
Scope 1	Stationary & Mobile combustion emissions	7.80	tCO2e
Scope 2	Purchased electricity	469.03	tCO2e
Scope 3	Purchased goods & services and Capital goods	8,921.40	tCO2e
	Downstream Transportation & Distribution	1,51,130.00	tCO2e
	Waste Generated in operations	9.80	tCO2e
	Employee Commuting	2,524.63	tCO2e
	Business Travel	791.87	tCO2e
	Fuel & Energy related activities not included in Scope 1 & Scope 2	279.00	tCO2e
Total Scope 3		1,63,656.71	tCO2e
Total all scopes		1,64,133.51	tCO2e

Type of emissions	Type of credit	Unit	Quantity utilized towards offsetting FY 23 emissions
Scope 1	Carbon removal offset	tCO2e	7.8
Scope 2	IRECs	MwH	660.75
Scope 3	RE Based avoidance	tCO2e	163656.71

Restricted use

This report is intended solely for the information and use of Zomato Limited and is not intended to be and should not be used by anyone other than Zomato Limited.

For and on behalf of Ernst & Young Associates LLP.

Saunak Saha

Partner

Dated: 31.07.2023

Place: Gurugram, India