



# Our Sustainability Journey

An ESG Update | June 2022\*



# Key highlights



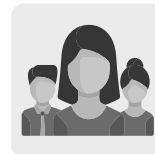
## Addressing carbon emissions

Member of **EV100** initiative, **~500k tonnes** of carbon offset in FY22, **~18% orders** delivered on bicycles



## Waste reduction and recycling

**100% Plastic Neutral Deliveries from April 2022**, **300 tonne estimated plastic reduction** due to 'No cutlery required' initiative in FY22



## Diversity & inclusion

**50% women** directors on our board, **30% women** in our leadership positions



## Empowering delivery partners

Providing **flexible gig opportunities** to **316k+\*** delivery partners



## Supporting restaurants

Platform presence in **1,000+ towns and cities** in India in Q4 FY22, onboarded **965 street** vendors in FY22



## Health, safety and wellbeing

**Contactless deliveries, road safety awareness** for delivery partners, **medical, health, and accidental insurance** for delivery partners



## Daily Feeding Program

Serving over **2 lakh meals** daily across 39 cities in India



## India Needs Oxygen

Delivered **9k+ oxygen concentrators** and **commissioned 4 oxygen plants** during the pandemic



## Feed The Daily Wager

Distributed **~750k** ration kits to daily wage labourers affected by pandemic-induced lockdowns

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# 1 Zomato at a glance

- Our mission: 'Better food for more people'

## Key business offerings

### Food Delivery

- Food ordering and delivery platform
- **\$2.8 billion** of **GMV** through **535 million** orders across 1,000+ towns and cities in India (FY22)

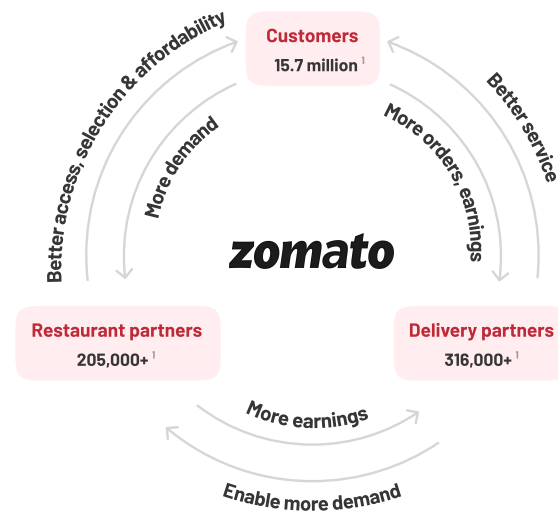
### Hyperpure (B2B supplies)

- Farm-to-fork supplies offering for restaurants in India
- Present in **10 cities** with a user base of over **34k unique restaurants** (Q4 FY22)

### Dining

- Food-focussed restaurant listings and reviews platform

## Food ordering and delivery model



<sup>1</sup> Represents average monthly transacting customers, average monthly active food delivery restaurant partners and average monthly active delivery partners respectively as of Q4 FY22

Note: 1 USD = 75 INR; source: Zomato Limited Q4FY22 shareholders' letter



## 2

# Framework guiding our sustainability initiatives

- Our approach is guided by our commitment to **responsible and sustainable business growth** while **creating value for all our stakeholders**
- Throughout our history, even as a fledgling company, we have tried to positively impact lives and livelihoods through collaborations such as Feeding India by Zomato (a collaboration with Hunger Heroes dedicated to making India hunger-free)
- Last year, we decided to take this to the next level and **created a dedicated sustainability team** to structure and consolidate our various sustainability initiatives
- We have used the below **framework to prioritise our sustainability initiatives** –

## I. Stakeholders

Identification of key stakeholders that we need to engage with as a business

## II. Materiality matrix

Identification of material sustainability topics based on:  
(a) importance to business  
(b) importance to stakeholders

## III. Sustainability themes

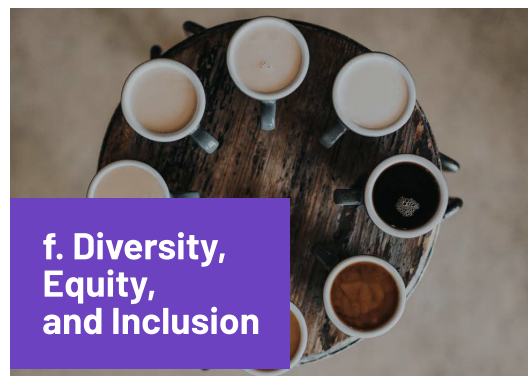
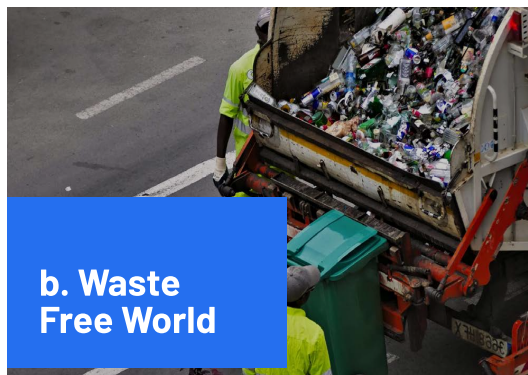
Launch of initiatives under six thematic areas in alignment with United Nations Sustainable Development Goals (UN SDGs)

## 2 Our stakeholders

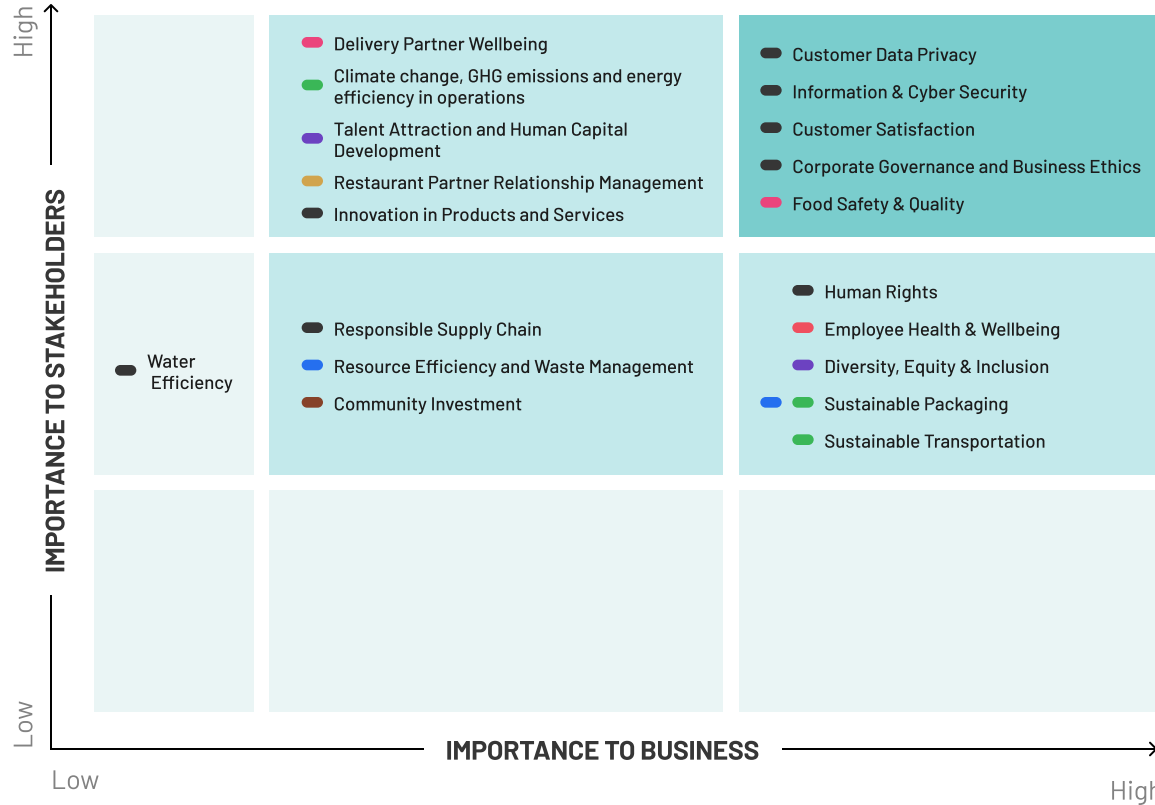


3

# Our core sustainability themes



# 3 Our materiality matrix



## Our Core Sustainability Themes

Climate Conscious Deliveries

Waste Free World

Zero Hunger

Sustainable Livelihoods

Health, Safety and Wellbeing for all







Diversity, Equity and Inclusion

Other themes






## 3

# Our core sustainability themes (1/2)

- We have identified six core themes to make the impact of our business more sustainable
- These themes and initiatives align with the United Nations Sustainable Development Goals (UN SDGs)

Theme	Key initiatives & impact so far...	UN SDGs
<b>a. Climate Conscious Deliveries</b> Reducing and offsetting our emissions	<ul style="list-style-type: none"> <li>• Member of The Climate Group's <b>EV100</b> initiative, committed to 100% adoption of EV vehicles by 2030, ~4.5K active EV-based delivery partners in March 2022</li> <li>• <b>~500k tonnes</b> of carbon offset in FY22</li> <li>• <b>~18% of orders</b> delivered on bicycles in FY22</li> </ul>	 
<b>b. Waste Free World</b> Reduction, re-use and recycling of all waste generated by our operations	<ul style="list-style-type: none"> <li>• <b>100% plastic neutral deliveries from April 2022</b></li> <li>• <b>300 tonnes of plastic reduction in FY22</b> due to making 'No cutlery required' the default option for customers on the Zomato app</li> </ul>	
<b>c. Zero Hunger</b> Solving chronic hunger and malnutrition in India	<ul style="list-style-type: none"> <li>• Feeding India by Zomato is a collaboration with Hunger Heroes dedicated to making India hunger-free</li> <li>• It serves <b>2 lakh meals a day</b> under its '<b>Daily Feeding Program</b>' across 39 cities, pan India</li> </ul>	  

# Our core sustainability themes (2/2)

Theme	Key initiatives & impact so far...	UN SDGs
<b>d. Sustainable livelihoods</b> Benefitting restaurants and delivery partners through opportunities for growth	<ul style="list-style-type: none"> <li>Providing <b>205k+* restaurants</b> with <b>access to customers</b> and <b>growth opportunities</b></li> <li>Providing <b>flexible gig opportunities</b> to <b>316k+* delivery partners</b></li> </ul>	 
<b>e. Health, safety and wellbeing for all</b> Supporting health, safety and wellbeing of stakeholders across our value chain	Key health and wellbeing initiatives for delivery partners: <ul style="list-style-type: none"> <li>Mandatory <b>road safety awareness</b> module at the time of onboarding</li> <li><b>Free medical insurance</b> and disability/death coverage</li> <li>Reimbursements of <b>Covid expenses</b> including vaccination charges</li> </ul>	 
<b>f. Diversity, equity and inclusion</b> Providing equal opportunities to everyone across our value chain	<ul style="list-style-type: none"> <li>Our board of directors comprises <b>50% female directors</b></li> <li><b>30% of leadership roles</b> currently are being served by women</li> <li><b>Six months parental leave policy</b> available to all employees at Zomato irrespective of gender, applicable in case of adoption too</li> </ul>	

\*Average monthly data for active food delivery restaurant partners and active delivery partners respectively as of Q4 FY22





OUR CORE SUSTAINABILITY THEMES

## 3.a Climate Conscious Deliveries

## 3.a Climate conscious deliveries

- Our 'climate conscious deliveries' initiative was carved out of our commitment to grow our business with minimal impact on the environment
- 95%+ of our emissions fall under the Scope 3 classification (indirect emission due to last-mile delivery and packaging) as per GHG protocol
- We are working on a comprehensive roadmap to reduce our emissions

### Emission reduction commitments and actions



100% adoption of EVs in our delivery fleet by 2030 as part of joining The Climate Group's EV100 initiative



Enabling cycle-based and EV-based deliveries

### Carbon offset actions



Purchase of ~500k credits from voluntary carbon credits market

### We have already taken our first few steps towards climate conscious deliveries

**~4,500**

Active EV-based delivery partners (March 2022)

**~18%**

Orders delivered on bicycles (FY22)

**~500k**

TCO2e tonnes of carbon offset (FY22)



## 3.a

## Partner Speak



"We're thrilled to have Zomato as a member and believe that Zomato's leadership and actions to fulfil its significant commitments will help other companies in the Asia Pacific region accelerate their transition to EVs, benefitting cities across the region."

– Mike Peirce

Corporate Partnerships Director, Climate Group



"We're excited to be partnering with Zomato and its vast network of delivery partners pan India, on this incredibly important journey of #MissionZeroEmission to transition their entire fleet to EVs by 2030."

– Akash Gupta

Co-founder & CEO, Zypp Electric

A high-angle photograph of a white waste management truck. The truck's rear cargo area is overflowing with a large pile of discarded plastic bottles and other waste. Two workers in bright yellow high-visibility vests are visible. One worker is standing near the back of the truck, and another is in the foreground, partially obscured by a green recycling bin. The truck is parked on a paved street with white lane markings. A blue text box is overlaid on the left side of the image.

OUR CORE SUSTAINABILITY THEMES

## 3.b Waste Free World

## 3.b

# Waste free world

- Packaging of food for delivery is a necessary by-product of our operations and we recognise its negative impact on the environment, especially, the utilisation of plastic
- We are committed to reducing waste, recycling and promoting sustainable alternatives to restaurant partners and in our operations

## Ongoing initiatives for a waste free world



### 100% plastic neutral deliveries

- Zomato will voluntarily recycle more than 100% of all plastic utilised in the packaging of orders placed on the platform starting with orders placed from April 2022 onwards
- We are also amping up our efforts to develop and promote sustainable packaging for all types of orders



### 'No cutlery option' in all food orders

- 'Don't send cutlery' is set as the default option on the app unless customers explicitly opt-in
- ~300 tonnes - estimated reduction in plastic usage in FY22 due to the initiative

## Zomato's three-year plan to recycle and reduce plastic waste



<sup>1</sup> Eco-friendly delivery orders are orders without any plastic packaging





OUR CORE SUSTAINABILITY THEMES

## 3.c Zero Hunger

## 3.c

# Feeding India by Zomato

- At Zomato, we're passionate about ending hunger for everyone everywhere
- Our commitment to Zero Hunger is evidenced by the progress we have made through our Feeding India collaboration

## About **feeding india** by **zomato**

- Feeding India by Zomato (FI) is a collaborative initiative with Hunger Heroes, a non-profit organisation
- The purpose of Feeding India by Zomato is to leverage Zomato's relationship with the food industry, and our community of platform users to provide food to underprivileged people in India who run the risk of extreme hunger and malnutrition
- FI's flagship Daily Feeding Program supports underserved individuals with cooked meals or ration kits/ raw grains - daily
  - The program's goal is to lessen the immediate financial burden of securing nutrition every day to improve beneficiaries' chances of becoming self-reliant in the long-term
  - The program started in New Delhi in 2021 serving 2,000 meals, and now serves over 200,000 meals a day reaching the most marginalised and at-risk communities

Impacting lives for  
the last **8 years**

Network of **120+**  
**NGOs** (March 2022)

**150+ million**  
meals served since  
2014, till date

**36+ million**  
total meals donated by  
Feeding India in FY22

## 3.c

## Campaigns by Feeding India

**Ongoing**

### Daily Feeding Program

Serves over **2 lakh meals** daily across 39 cities in India



### Feed Every Child

Distributed **4+ million** ration kits to provide food and nutrition for underserved children across India



### Feed The Daily Wager

Distributed **~750k** ration kits to daily wage labourers affected by pandemic-induced lockdowns



### India Needs Oxygen

INR 660 million raised for **9k+ oxygen concentrators** and **4 oxygen plants** during the pandemic

## 3.c Impact of Feeding India – The story of Liliji Devi



During the pandemic-induced lockdown in India, Liliji Devi, a resident of a slum cluster in New Delhi, lost her job as a helper. With six children and almost no source of income, they were left with sustenance only for 15 days.

Feeding India helped Liliji Devi and her family with daily food supplies, masks and women's wellness packs.

With the help of volunteers and guidance on Covid-19, the family managed this difficult period.





OUR CORE SUSTAINABILITY THEMES

## 3.d Sustainable Livelihoods



## 3.d How associating with Zomato benefits restaurants

### Opportunity to serve new customer segments

Zomato connects restaurants to millions of customers through its platform, thereby enabling them to serve a wider customer base

### Opportunity to build loyalty with existing customers

Restaurant partners can serve their customers at home, through Zomato's food ordering and delivery platform



Restaurant partners

### Access to customer insights

We share actionable insights based on data analytics with our restaurant partners, enabling them to identify adjustments required to further grow their business

### Exposure to good practices in food safety and hygiene

Through their association with Zomato, restaurant partners get exposure to good practices in food safety, hygiene, sourcing quality ingredients, etc. This helps them become more sustainable in their operations

**1,000+**

Number of towns and cities where Zomato's platform is available to restaurant partners

**965**

Street vendors onboarded on the Zomato platform (FY22)

## 3.d Supporting street vendors



- Under the PM SVANidhi scheme, Zomato started the 'street vendor project' to facilitate orders from street vendors, via the Zomato app
- The project's objective was to connect street vendors with a wider customer base and in turn offer customers more options to choose from
- The project's features include real-time support for **onboarding, a variety of learning resources, and tailored growth plans**
- We share guidance on how to utilise our technology for vendor benefit and on applying for an FSSAI license
- Zomato successfully onboarded 965 street vendors from 53 cities onto the Zomato platform in FY22, digitizing them through our platform

## 3.d Restaurant Partner Speak

**“Zomato has not only helped me boost my sales, but has also helped me gain brand recognition among customers”** – Arun, owner of Idly2Roti, Coimbatore.

Arun started his restaurant ‘Idly2Roti’ towards the end of 2021 and listed his kitchen on available food delivery platforms. However, his business did not seem to grow despite being open till 2 am daily.

He joined Zomato as a restaurant partner and got access to Zomato’s insights and assistance from the Zomato restaurant partner team. Idly2Roti scaled from ~250 orders per week in the first week of Jan 2022 to 600+ orders per week in April 2022.

Arun credits Zomato with helping to grow his business significantly without incurring any major investments.



## 3.d

# How associating with Zomato benefits delivery partners

## Few requirements

Delivery partner opportunities with Zomato are open to everyone. To get onboarded, all a person needs is a smartphone, two-wheeler, a valid identity proof\* along with a driving license (for motorised vehicles)

## Supplemental earning

Many delivery partners get onboarded with Zomato to supplement their existing earnings to achieve larger goals in life. We feel pride in having helped thousands of such delivery partners realise their dreams



## Flexibility

Our delivery partners value the flexibility that Zomato offers. This allows them to manage their existing commitments, such as looking after their families, pursuing studies, etc.

## Learning resources

Delivery partners associated with Zomato get access to 40 distinct learning video modules on delivery SOPs, how to grow their earnings, road safety, security etc. These are shared at the time of onboarding and during their association

# 880k

Cumulative hours of learning videos watched by delivery partners in FY22

# 33.4 hours

Average hours logged in by delivery partners in a week in FY22

\*Onboarding is subject to background verification

## 3.d Delivery Partner Speak

**"We were a big family because of which my studies could not be prioritised. My dream is to ensure both my children get to study well and become good human beings."** - Shiv Kumar, Zomato delivery partner, New Delhi.

Shiv used to be a farmer before he moved from his small village in Uttar Pradesh to Delhi in 2007. Post the lockdowns, Shiv found expenses hard to meet as his income had reduced. His wife and father were ill and he could barely manage all the expenses.

He got onboarded with Zomato and has been delivering part-time with Zomato during the dinner peak after he gets done with his office job. With the additional payout he makes from the 3-4 hours he allots to his part-time engagement with Zomato, he is able to meet the needs of his household and ensure quality education for his children.





A woman, likely a Zomato delivery person, stands outdoors. She is wearing a red short-sleeved polo shirt with the Zomato logo and 'order online' text. She is also wearing a blue surgical face mask, a black belt, and black pants. She is holding a black helmet in her left hand. The background shows green foliage and a building.

OUR CORE SUSTAINABILITY THEMES

## 3.e Health, Safety, and Wellbeing for all

## 3.e Health, safety, and wellbeing for all

- We are committed to the health and safety of all stakeholders in the Indian delivery ecosystem
- Road safety is a top-of-mind concern, and we have instituted a full track of activities to bring down accident rates within our delivery operations

### Initiatives for health, safety and wellbeing of our delivery partners



Mandatory road safety awareness campaigns as part of delivery partner onboarding process



Delivery partners not informed of the expected time of arrival of orders conveyed to the customers



Identification of high-risk zones and re-routing delivery partners from such zones



Delivery partners provided with free medical, health and accidental insurance benefits



Partnership with Haqdarshak for government health insurance schemes (pilot)



24\*7 dedicated online emergency support including 'Buddy Delivery Partner' initiative for police/ ambulance assistance in case of emergency

3.e

## Initiatives for health, safety and wellbeing of our employees



Medical insurance for all employees, their spouses and children; employees are also provided with accidental death/ disability insurance benefits



Partnership with Practo for free consultation services across 23 specialists



Discounts on diagnostic services and medicines



Gym facilities and nutrition counselling services



In-house team of mental wellness experts and qualified psychologists



Flexible working model



## 3.e

# Safety initiatives during the COVID-19 pandemic



## For our consumers

- Contactless deliveries
- 'MAX Safety' tag for restaurants with the highest safety standards

## For our restaurant partners

- Setup of the Zomato Gold support fund for restaurant workers hit by the pandemic (FY21)

## For our delivery partners

- Covid related reimbursements (including incentives for vaccination) worth INR 94 million for 200k+ delivery partners in FY22

## For our employees

- Facilitated disbursements of INR 26 million in medical insurance claims in FY22
- Supported vaccination campaigns worth INR 34.4 million for employees and their family members - total of 10k individuals

## 3.e Partner Speak



हक़दर्शक  
Haqdarshak

"Most delivery partners are eligible for multiple government schemes but find it challenging to understand and access scheme benefits. We're running a pilot with Zomato to understand how to create a model to improve the delivery of government schemes for delivery partners"

– Aniket Deogar  
Founder, Haqdarshak



OUR CORE SUSTAINABILITY THEMES

## **3.f Diversity, Equity, and Inclusion**

## 3.f Diversity, equity and inclusion

- Our workplace diversity, equity and inclusion agenda is focused on cognitive diversity, higher women participation and inclusion of the LGBTQI community
- We plan to expand our focus to people with disabilities in the near to medium term

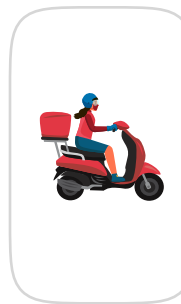
### Diversity in our board, employees and delivery fleet



**50% female directors**  
on our board



- **30% women** representation in leadership roles
- Initiating pilots to support women returning to work after a break



**1,500 female delivery partners \***  
who have delivered ~350k orders till March 2022

- Two days of paid period rest every month
- Safety kit (torch and pepper spray)
- Digital self-defence training
- Higher joining bonus

### Supporting inclusion through our restaurant partners



**450+ LGBTQI friendly** restaurants  
across 13 cities (March 2022)

### Supporting supplier diversity in our procurement practices



Sourcing supplies from **800+ MSME vendors** (FY22)

\*Active female delivery partners in March 2022

## 3.f Diversity, equity and inclusion

### Initiatives for women

- 10 Menstrual Leaves annually to eligible employees
- 'Women in Tech' initiative to support women in the technology team
- Sessions conducted for working mothers to return to office efficiently, to ease their transition back to work, and better manage life changes, challenges and opportunities.

### Other key initiatives

- Participation in Job Fair by the India Diversity Forum in Nov 2022 to recruit from a pool of diverse workforce, including specially-abled people, women, LGBTQI community members, etc.
- Diversity and inclusion training conducted for HR team on Mitigating Unconscious Bias
- Employee Resource Group (ERG) for LGBTQI community
- Specially-abled friendly corporate headquarters

### Employees availing childcare leaves in FY22

Male	76
<hr/>	
Female	28
<hr/>	
<b>Total</b>	<b>104</b>
<hr/>	

## 3.f

## Delivery Partner Speak

**“Driving is my hobby, so engaging with Zomato is like a hobby. I am a Zomato delivery partner, and I cherish this association,”** Uma Devi, Zomato delivery partner, Chennai.

Before onboarding with Zomato, Uma Devi worked as a housekeeping staff member but she faced several issues including low pay and lack of respect. She recently lost her husband and became the sole breadwinner of her family.

Uma decided to take charge of her life and began her journey as a Zomato delivery partner. Today, she is supporting her son's college education and feels proud to be independent and respected in society for driving a change.



## 3.f

## Delivery Partner Speak

**“I am now independently looking after myself, thanks to my engagement with Zomato as a delivery partner. If I help other disabled people find such meaningful gigs, they too would be able to survive independently,”** Rathinakumar Rajendran, Zomato delivery partner, Tamil Nadu.

Rathinakumar was born with congenital disability. Despite his challenges, he did his Industrial Training Institute (ITI) training and found a job. Unfortunately, he was laid off during the pandemic.

Engaging with Zomato as a delivery partner has helped him manage his own expenses and provide for his family. His parents went through a lot while bringing him up but today he is their pillar of support.



## 4

# Corporate Governance & other initiatives

- Our corporate governance philosophy is based on the principles of integrity, transparency, accountability and responsible corporate conduct
- Our board and its committees play a crucial role in overseeing how the management is focusing on achieving business objectives, while serving the short-term and long-term interests of its stakeholders

## Our board composition

- Our board has eight directors in it with diverse backgrounds, skills, experiences and areas of expertise
- To ensure a robust governance framework, 60%+ of our board comprises of Independent Directors



**Kaushik Dutta**

Founder - TARI,  
ex - PwC India

Chairman, Independent Director



**Deepinder Goyal**

Founder,  
MD & CEO

Executive Director



**Namita Gupta**

Founder - Airveda,  
ex - Facebook,  
Microsoft, Zomato

Independent Director



**Sutapa Banerjee**

ex - Ambit Capital,  
ABN Amro

Independent Director



**Aparna  
Popat Ved**

Professional  
Badminton Player,  
ex - Olympian

Independent Director



**Gunjan Tilak  
Raj Soni**

CEO - Zalora Group,  
ex - Myntra,  
McKinsey & Co.

Independent Director



**Sanjeev  
Bikhchandani**

Founder -  
Info Edge

Non Executive Director



**Douglas Feagin**

SVP - Ant Group,  
ex - Goldman Sachs

Non Executive Director



# 4 Board committees

- The board committees are in place for members to understand their responsibilities and perform the necessary tasks effectively
- These committees ensure implementation, streamlining and monitoring, and giving appropriate direction to the day-to-day working of the company

## Audit Committee

- Financial statements review
- Appointment of auditors
- Whistleblower complaints monitoring
- CFO appointment

## Nomination & Remuneration Committee

- Approve key executive compensation
- Criteria for evaluation of board performance
- Independent director appointment

## Stakeholders' Relationship Committee

- Shareholder queries and grievances
- Effective exercise of voting rights
- Allotment and listing of shares

## Risk Management Committee

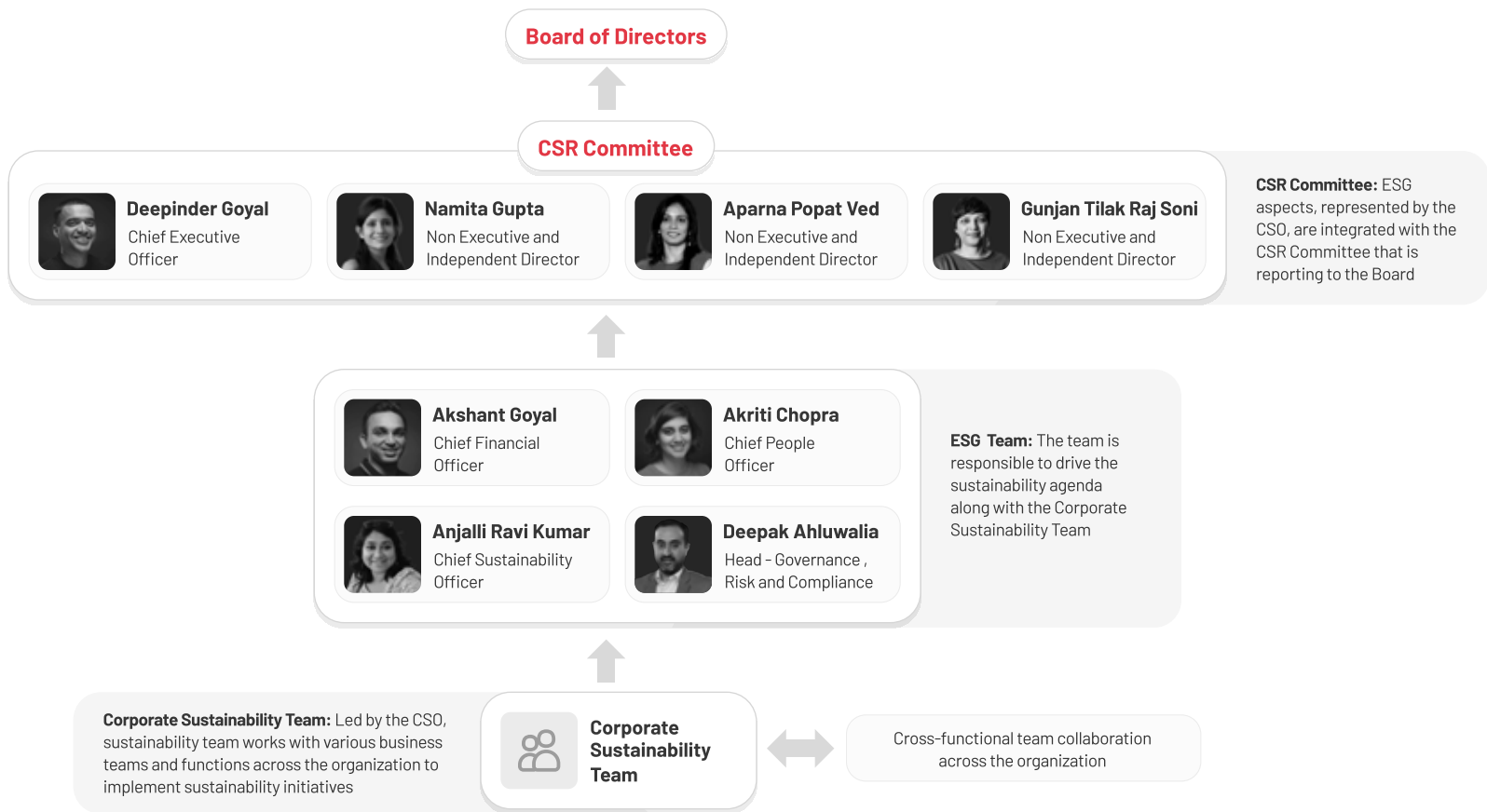
- Formulation and implementation of a risk management framework
- Risk assessment and mitigation

## Corporate Social Responsibility Committee

- Formulation & implementation of CSR and ESG policies

4

# Sustainability Governance



## 4

# Other key pillars of our governance practices

## Business Ethics and Policies

- We ensure that the Board of Directors, senior management and all employees abide by Zomato's code of conduct
- We have specific policies and processes in place to avoid unethical behaviours that could potentially compromise the integrity of our stated values

## Vigil Mechanism and Whistleblower Framework

- Our vigilance framework allows for all employees, directors, business partners and third parties to report any actual or suspected breach of the Company's Code of Conduct
- The policy also provides whistleblowers direct access to the Chairman of the Audit Committee

## Anti-bribery and Anti-corruption Policy and Procedures

- Zomato's Anti-bribery and Anti-corruption policy provides information and guidance to anyone working for and on our behalf, on how to recognise and deal with bribery and corruption issues
- All employees are trained on Anti-bribery practices at the time of their onboarding and during the tenure of their employment

## 4

# Human rights

- Zomato strives to respect and promote human rights in its operations, as per the UN Guiding Principles (UNG) and Principles of the UN Global Compact
- We have zero-tolerance against human rights violations, and we do our best to ensure that no abuse of human rights happens within any part of our business or supply chains

## Key principles of our Human Rights Policy



Equal opportunity & non-discrimination



Prohibition of child & forced labour



Occupational health & safety



Harassment-free workforce



Zero tolerance against modern slavery



Data privacy



Workplace diversity, equity & inclusion



Human dignity



Working conditions

For the complete policy, please see links in the Appendix

## 4

# Information security and privacy

- Our Information Security Policy ensures all information assets are safeguarded at all times
- We have implemented robust security controls across all our infrastructure and applications

## Our Information Security Policy sets forth a framework for:

- Protection against data security threats
- Ensuring integrity and validity of data contained in information systems
- Consistent and secure use of information
- Efficient and effective recovery from information system disruption
- Protection of IT assets, including information, software and hardware

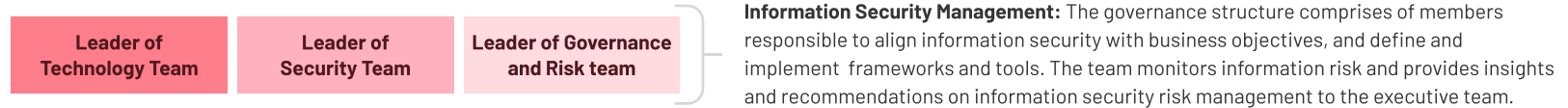
## Our Privacy Policy and initiatives

- The Privacy Policy published on the Company website covers guidelines on the treatment of personal information
- The comprehensive policy highlights the commitment to use data only for the “stated purpose” and “to obtain user data through lawful and transparent means, with explicit consent of the data subject, where required.
- The Company has appointed a Data Protection Officer (DPO) for privacy management governance
- Data privacy awareness campaigns
- A clear process for responding to law enforcement requests to provide the personal information requested in connection with a criminal investigation

## 4

# Cyber security and data privacy

## Governance Structure



### ISO 27001 certified

Zomato for Work (ZFW) line of business of Zomato limited is ISO 27001 certified since April 2022. Going forward, we plan to get the ISO 27001 certification at entity-level for Zomato Limited.



### Cybersecurity trainings

Trainings on cybersecurity are conducted for employees on a regular basis.



### HackerOne

Besides our internal security controls, we also leverage the crowdsourced security model for continuous security assessments. Zomato runs a bug bounty program on HackerOne, which allows us to engage with penetration testers and cybersecurity researchers across the globe to perform continuous security assessments of our platforms and infrastructure.



### Information security framework

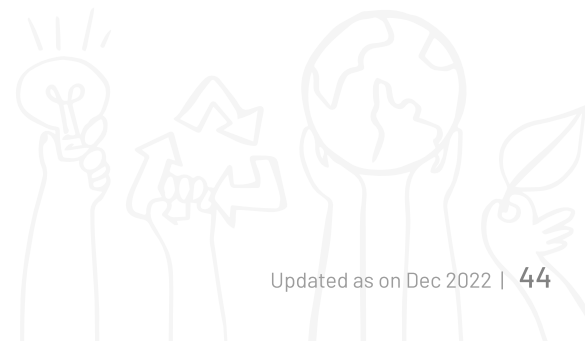
Zomato has implemented an information security framework with an objective to protect the Confidentiality, Integrity and Availability (CIA) of the information systems, information assets and information.



## **5. Appendix**

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- b.** ESG rating
- c.** Energy and greenhouse gas (GHG) emissions - FY22
- d.** Third-party assurance statement for GHG emissions
- e.** Environmental initiatives at Zomato offices
- f.** Employees
- g.** Human capital development
- h.** Complaints filed by employees in FY22
- i.** List of key ESG-related policies





5.a

# Scope and boundary of data presented

Data presented in this appendix covers the following businesses of Zomato:

- Zomato Limited
- Zomato Hyperpure Private Limited

Data presented is sourced from various functions across the organization. Underlying assumptions have been explained, wherever needed.

		
Period covered	Offices	Warehouses
FY 22	4	9



5.b

# ESG ratings

Zomato was rated by Sustainalytics ESG Risk Ratings. The rating measures the degree to which a company’s economic value is at risk driven by ESG factors.

The rating adds up the unmanaged risks of a company vis-à-vis a set of ESG issues that are considered material from a financial perspective for the company.

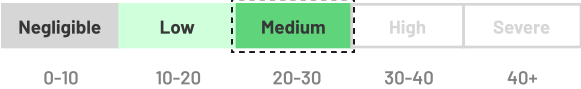
Companies are rated across five risk rating categories (negligible, low, medium, high, and severe risk).

Zomato was awarded a **Medium Risk** rating.



## ESG Risk Rating

**25.3** Medium Risk



Zomato Ltd.'s management of material ESG risks is **Average**



Zomato Ltd.'s exposure is **Medium**



Updated as on Sep 4, 2022  
Source: <https://www.sustainalytics.com/esg-rating/zomato-ltd/2003624751>

## 5.c Energy and GHG emissions – FY22

### Zomato is committed to:

- Monitor and report performance on environmental indicators, such as GHG emissions, energy consumption, water use and waste generated
- Reduce energy and GHG intensity on year-on-year basis
- Reduce energy consumption through:
  - Energy efficiency initiatives
  - Switch to cleaner sources of energy, where possible
  - A robust energy management system

Energy consumption	FY22
Fuel consumption	921 GJ
Electricity consumption	6,488 GJ
<b>Total energy consumption</b>	<b>7,409 GJ</b>

The GHG emissions have been verified and assured by Ernst & Young Associates LLP. assurance statement is provided in the subsequent slide.

### Total emissions, FY22: 1,46,171 tCO2e

Share of total emissions (%)	FY22
<b>Scope 1</b>	<b>0.05%</b>
<b>Scope 2</b>	<b>0.96%</b>
<b>Scope 3</b>	<b>98.99%</b>
Downstream Transportation & Distribution	87.8%
Purchased Goods and Services & Capital Goods	9.39%
Employee Commute	1.72%
Business Travel	0.56%
Fuel & Energy Related	0.47%
End of Life Treatment of Sold Product	0.02%
Waste Generated	0.01%

# 5.d Third-party assurance statement for GHG emissions



Ernst & Young Associates LLP  
307 Old Corporate Tower II  
Sector 47, Gurgaon Road  
Gurgaon, Haryana  
India

Tel: +91 124 464 4000  
Fax: +91 124 464 4000  
EY.COM

## Independent Assurance Statement

The Management and Board of Directors  
Zomato Limited  
Pioneer Square Building, 3<sup>rd</sup> Floor, Sector-62,  
Gurgaon, 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, here after referred to as the engagement, to report on Zomato's annual Greenhouse Gas (GHG) inventory as included in their GHG Inventory Report FY 2021-22 ('the Subject Matter') for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022.

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 preventing 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 12/12/2022. These 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 Control

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 Control 1, Quality Control 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 control 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.

A limited assurance engagement consists of making inquiries, 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 and Hyperpure on a selective test basis for the following locations through consultations with the corporate sustainability team:

S. No	Entity	Geography
1	Offices	Gurgaon, Kolkata, Bengaluru, Dubai
2	Warehouse	Ammedabad, Bengaluru (2 facilities), Chennai, Delhi, Gurgaon, Hyderabad, Pune, Kolkata

- 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 3 emissions for following categories:
  - Category 1 & 2 - Purchased Goods & Services and Capital Goods
  - Category 3 - Fuel & Energy Related
  - Category 5 - Waste in Operations
  - Category 6 - Business Travel
  - Category 7 - Employee Commute
  - Category 9 - Downstream T&D
  - Category 12 - End of life treatment of sold products



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<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022;
- 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 to be made to the annual Greenhouse Gas (GHG) inventory for the period from 01<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022, 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:

Type of emissions	tcO <sub>2</sub> e
Direct Emissions: Scope 1	67
Indirect Emissions: Scope 2	3,428
Indirect Emissions: Scope 3	3,44,696
Voluntary carbon offsets procured from CDM registry under United Nations Framework Convention on Climate Change (UNFCCC)	3,46,171

## 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,

*Saurabh Saha*

Saurabh Saha  
Partner  
Date: 15-12-2022  
Place: Gurgaon, India



## 5.e

# Environmental initiatives at Zomato offices

## Energy efficiency

- We use energy-efficient equipment and energy-efficient lighting in our offices. Two of our biggest offices are being operated entirely on LED lights which consume ~75% less energy than conventional lighting

## Waste reduction and water conservation

- We are undertaking measures to conserve water and promote judicious consumption through the use of sensor-based taps and urinals and the use of aerators in taps and low flow cisterns to reduce water flow
- We have reduced plastic waste in our offices by switching to environment-friendly cutlery
- We have ongoing campaigns to sensitise employees on how excess material usage leads to excess waste – e.g. for paper napkins

## Waste recycling

- As a responsible technology company, we ensure that we comply with government norms regarding disposal of electronic waste from our offices by sending all used laptops and electronics to authorised e-waste recycling companies only

# 5.f Employees

**Zomato is committed to:**

Foster a purpose-driven work culture representing a diverse workforce and ensuring that employees are paid fairly, relative to each other.

**25%**

of Zomato’s permanent workforce represented by women in FY22

**Employees by Age Group**

Age Group	<30	30-50	>50
FY22	72%	28%	<1%

**Employee headcount**

Total permanent employees	FY22
Male	75%
Female	25%
<b>Total employees</b>	<b>3,859</b>

## 5.g Human capital development

At Zomato, we are constantly working towards building a conducive environment that promotes an open feedback culture and drives personal as well as professional development of our employees.



### Happiness Survey

Happiness Survey is conducted to promote feedback culture and understand employee satisfaction levels



### Leadership feedback survey

Leadership feedback survey allows all employees to contribute to evaluating members of leadership, help managers gain insights into best practices and identify improvement areas.



### Rewards and recognition

We reward and recognize exemplary performance and long service of our employees. This is done through various platforms such as internal mailers and annual awards.



### Hackathons

We conduct internal Hackathons in order to build capacity of our internal teams to try new approaches to problem-solving

### Training hours

# 27,172

Hours of **Technical trainings** provided to in FY22

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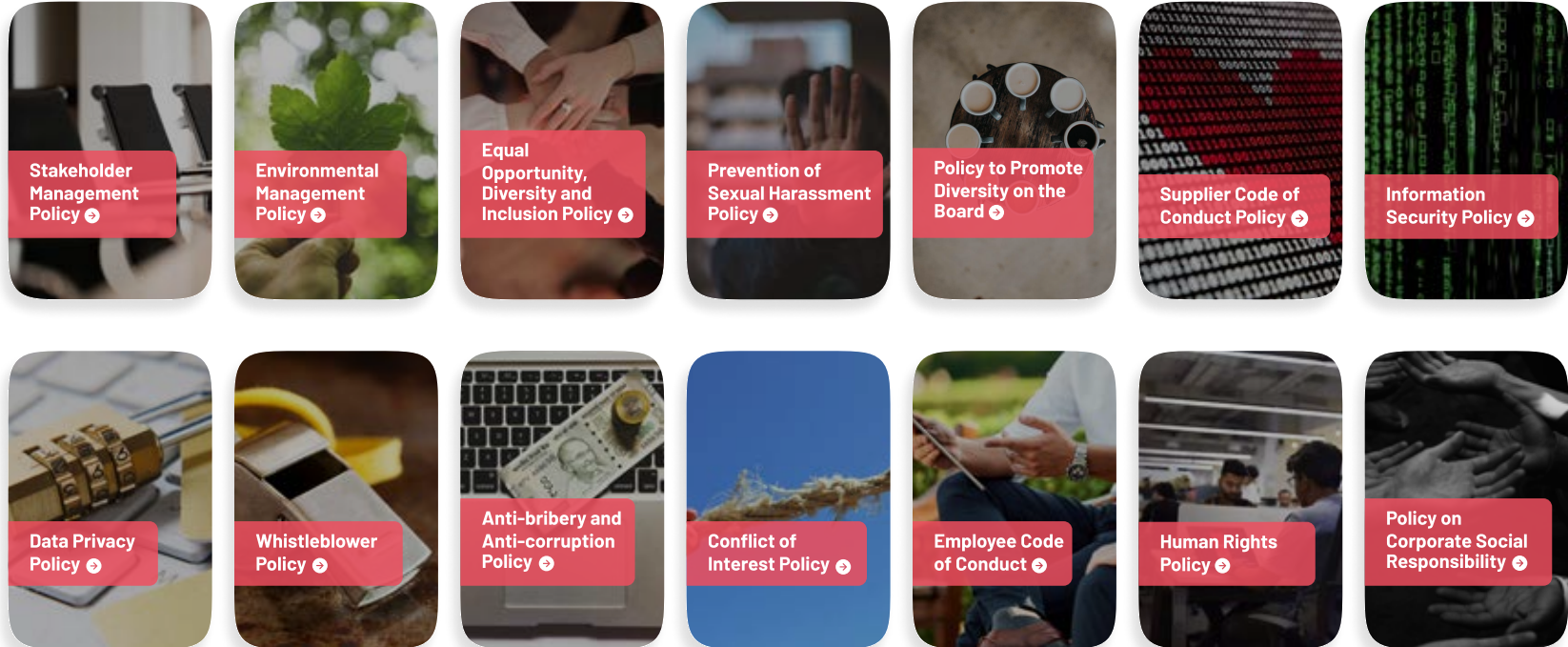
# 56,847

Hours of **Non-technical trainings** provided in FY22

## 5.h Complaints filed by employees in FY22

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child labour/ forced labour involuntary labour	0	0
2	Sexual harassment	3	0
3	Discriminatory employment	0	0

## 5.i List of key ESG-related policies



The policies are guided by international ESG standards including UN Guiding Principles on Business and Human Rights, ILO Declaration, AccountAbility's AA1000 Stakeholder Engagement Standard and ISO 14001 as applicable to the respective policies.

**That's it for now.**

For any queries and/or suggestions, please contact us at  
**[sustainability@zomato.com](mailto:sustainability@zomato.com)**

***zomato***