

zomato

Health, Safety and Wellbeing for All



Health, Safety and Wellbeing for All

Prioritize health, safety and wellbeing of stakeholders across our operations and value chain

Our Goals

Eternal is committed to prioritizing health, safety and wellbeing of diverse stakeholders across our value chain, with multiple initiatives designed to create a sustainable, responsible and inclusive business. Our aim is to make substantive progress towards achieving zero on-road delivery partner fatalities by 2030 and bring knowledge and innovations around health and safety to business partners.

Our Strategy

Eternal initiatives ensure the health and wellbeing of our primary stakeholders, including delivery partners, consumers and employees.

Delivery Partner Health, Safety and Wellbeing

We are committed to ensuring the health and safety of our last-mile fleet, comprising over 6,00,000 delivery partners across Zomato and Blinkit as of January 2025. Following are some of the key initiatives we have implemented to improve their wellbeing:

Road Safety



Road safety awareness and first responder training

All delivery partners are required to undergo mandatory road safety awareness during the rider onboarding process. Additionally, we have invested in periodic communication through notifications and videos on safe riding behaviours, especially at night and during inclement weather. Zomato also collaborates with traffic authorities in various cities to offer in-person training to delivery partners.

Launched in FY24, the first responder training aims to equip delivery partners to respond to on-road emergencies, given that they are often the first to arrive at accident sites. We have successfully trained 52,140 delivery partners in first aid and CPR till January 2025.



Zero penalty for late deliveries

Our delivery partners are not penalized for late deliveries. In fact, they are not made privy to the delivery time, so they don't feel the pressure to drive fast and endanger their safety. We also run awareness campaigns with consumers to ensure our delivery partners are not rushed by consumers calling them while delivering orders.



Weather stations on weather parameters

We are building a proprietary network of 600+ on-ground weather stations that provides precise and real-time data on key weather parameters like temperature, wind speed, rainfall, etc. to better serve our customers and delivery partners under various weather conditions.



24x7 emergency response system

Zomato has invested in partnerships with well-equipped ambulance services providers to ensure that partners have access to SOS ambulance services in over 800 cities. This network operates with an average emergency response time of 13 minutes, as of January 2025. In 2024 alone, more than 2,500 delivery partners benefited from this service.

We recently also launched the Accelerated Safety Response feature that automatically detects crashes through the delivery partner app. When a collision is detected, the app immediately triggers an emergency call to Zomato's central response system, which then dispatches an ambulance to the delivery partner's location. This eliminates the need for manual intervention and potentially saves critical time in emergencies



Notice of bad roads and unsafe zones

We have identified high-risk zones in every city including areas with obstacles, reported incidents of theft, poor visibility and frequent accidents. We ensure that our delivery partners are actively re-routed to avoid such zones. We are also documenting stretches of roads/crossroads with infrastructural deficiencies and bringing these to the notice of central government, state and municipal authorities.



Weather-appropriate and safety-enhancing apparel

We ensure that the branded assets that delivery partners are asked to use – t-shirts, bags, jackets and raincoats – are weather-appropriate and have reflector strips to help other road users spot them clearly at night. We distributed over 2.5 million such assets in FY24.

Other wellbeing initiatives for gig workers

While our platforms provide access to flexible earning opportunities for gig workers, we have undertaken several initiatives focused on improving their overall physical, mental and social wellbeing.



Health camps and wellness messaging

Periodically, delivery partners are encouraged to undergo medical check-ups at free health camps set up in partnership with community health organizations.

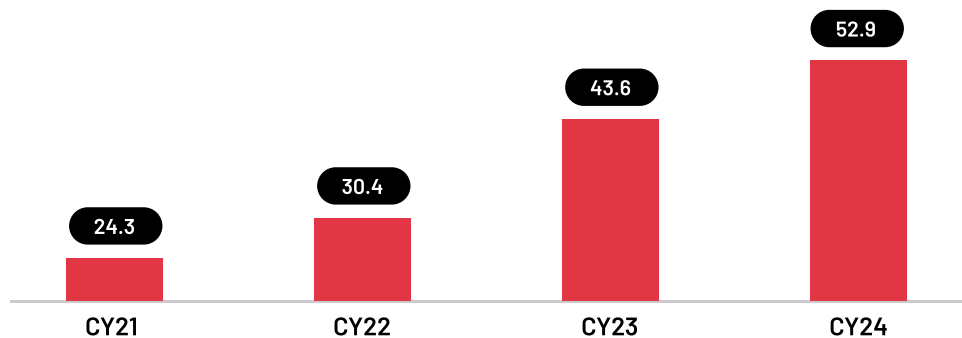
Our communications team sends wellness tips via notifications to partners on fatigue control, timely breaks, care during harsh weather conditions in different languages.



Insurance benefits

Every active Zomato delivery partner is entitled to insurance that covers death, disability and loss of pay in the case of illness that prevents them from working for up to 10 days. Insurance benefits are communicated to partners in over six regional languages at the time of onboarding. We have also simplified the claims process to make insurance claims easy to file via the delivery partner application. The number of claims processed in favor of our delivery partners has more than doubled over the last four calendar years to INR 52.9 crore per annum. Of all the claims paid out in 2024, 55% covered non-accident medical expenses.

Total insurance claim payout (INR crore)



Period rest days and maternity coverage for women delivery partners

We provide two period rest days per month to our women delivery partners in which they are entitled to receive their average daily income for the week. An industry-first effort, Zomato provides maternity benefit insurance for its women delivery partners aimed at offering crucial assistance through their delivery.

Customer Health, Safety and Wellbeing

Zomato's mission statement— better food for more people— guides us for everything we build at Zomato, especially for our customers. Some initiatives that ensure the health and wellbeing of our customers include:



Onboarding only licensed restaurants

Zomato only onboards restaurants licensed by the Food and Safety Authority of India (FSSAI) to ensure customer health and safety.



System to address complaints on health and safety

We have a robust consumer grievance mechanism that receives, responds to and monitors consumer complaints. This team also flags restaurants that receive multiple consumer complaints on account of food safety. Such feedback is communicated to the restaurant partner, and action is taken in accordance with the severity of the case.

Zomato has appointed a Grievance officer and a Nodal Officer in line with India's Consumer Protection Act (details of which are available on the website) to oversee the consumer grievance mechanism.



Making it easier to get 'healthy' with Zomato

Zomato is committed to making healthy eating convenient and accessible. We have created a special section called 'Healthy' on the food delivery app to enable easy discovery of curated, healthy meal options. Zomato's team is steadily helping restaurants expand their range of healthy meal options including salads, grain bowls, lean proteins and plant-based dishes.



Delivery partner training on food safety

Every delivery partner associated with Zomato undergoes mandatory training on safe handling of food delivery packages to prevent contamination of contents. Our partners are not allowed to open sealed bags and are instructed to call customer support in case they suspect any major spillage or issue with the package. The support teams work with the customer and the restaurant to help resolve the issue.

Employee Health, Safety and Wellbeing

The health, safety and wellbeing of our employees is central to our culture and business strategy. This is reflected in a number of pioneering policies and programs that we have put in place over the years.



Wellness and period leaves

Our leave policy has been designed to give our employees the necessary time off throughout the year to focus on themselves, take care of their loved ones and invest in their overall wellbeing. We offer seven days of wellness leave for people to focus on their overall wellbeing including both physical and mental health, unlike most companies in India that only allow 'sick leave'.

Eternal was among the first companies in India to introduce period leaves for employees. This initiative allows all women and trans employees at Eternal to avail up to ten days of period leave in a year.



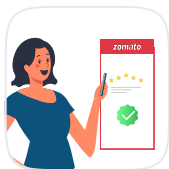
In-house team of experts on physical and mental health

Eternal is among the first organizations in India to appoint a Chief Fitness Officer (CFO). As an experienced strength, conditioning and crossfit coach, our CFO brings valuable expertise. In addition, employees can access an in-house, full-time Wellness Team comprising psychologists, psychiatrists, fitness trainers and a nutritionist. A state-of-the-art gymnasium is also available at our headquarters for employees at zero membership cost. The Wellness Team designs programs all year round to drive awareness for diverse wellness-related topics such as anxiety and depression and helps employees focus on their wellness through digital and offline training sessions.



Medical and accidental insurance

The medical insurance policy available to Eternal employees also covers their spouse/partner and children. This policy has unique features such as live-in and same-gender partners being covered as dependents, double maternity coverage in case of twins, inclusion of treatment for autism and psychiatric ailments. As part of the insurance plan, we also offer telehealth services and free medical consultations for all employees and their families. Eternal's employees are also covered by comprehensive accidental insurance.



Listening to employee feedback

Eternal prides itself on its strong stakeholder feedback systems. Our Happiness Reviews are periodic surveys that give employees a voice to make meaningful changes to Eternal.

In addition to Happiness Reviews, we encourage employees to provide upward and peer feedback during the annual performance review and appraisal process. This feedback is consolidated and shared with respective team leads and members.



Mock fire drills and a safety reporting system for workplace facilities

Eternal's Workplace and Facilities Team conducts regular mock fire drills at all office locations. We have also implemented a comprehensive system for reporting and keeping track of safety hazards through which employees and workers can report work-related hazards. Our occupational health and safety management systems for the main offices have been certified under ISO 45001:2018 by a third party.



Dedicated Environment, Health and Safety (EHS) team driving initiatives at offices, warehouses and stores

At Eternal, we have a dedicated EHS team committed to upholding safety standards. Our offices, warehouses and stores are equipped with essential safety systems such as fire detection, fire fighting mechanisms, public address systems, safety signage, first aid, etc. to ensure the safety of employees and workers. Our Workplace and Facilities Team diligently oversees the adherence to safety protocols, regularly inspecting and ensuring the functionality of safety systems. All employees and workers are required to undergo mandatory EHS training.

In FY24, we introduced the Safety Reporting System (SRS) to enable employees to actively engage and report Occupational Health and Safety incidents and hazards, which then get classified and investigated through procedures in place.

