

zomato × **blinkit**

Sustainability & Inclusivity

Highlights and Goals

December 2024



OUR JOURNEY TO DATE

Planet



49,000+ active EV- based delivery partners¹ in Zomato and Blinkit²



50+ EV ecosystem partnerships³



EV-based deliveries (Zomato and Blinkit) in **400+** Indian cities⁴



Member of the **India Plastics Pact**, a Confederation of Indian Industry (CII) initiative



100% plastic neutral deliveries⁵ since April 2022



30,000 MT of plastic waste recycled since FY23⁶



Carbon Neutral deliveries since FY22



750+ automated weather stations in 60 cities



More than **14,000 kgs** of food waste prevented since start of food rescue initiative

People



>3 million delivery partners have benefited from earning opportunities created by Zomato and Blinkit⁷



1.4 lakh restaurant partners listed on Zomato are registered MSMEs



790+ Blinkit dark stores across 18 states⁸



Access to SOS ambulance service across **800+** cities⁹



Average emergency response time **<15 mins**¹⁰



44,985 delivery partners trained as Emergency First Responders¹¹



Free-of-cost accident, health, loss of pay and maternity **insurance coverage** for all eligible delivery partners



26,000+ total in-store staff in dark stores



8,576 rest points for delivery partners all over India¹²



5000+ women working in logistics roles across Zomato and Blinkit ecosystems¹³



Winner, UN Women Empowerment Principles Award for Asia-Pacific for Women Delivery Partner program 2024



Feeding India, a Zomato Giveback, has delivered **180 million+** meals to underprivileged communities in India¹⁴



1500+ persons with disability onboarded (PwD) as delivery partners till November 2024



>2.2 million+ orders delivered by persons with disability till November 2024



Winner, 2024 National Award for empowering Persons with Disability, Ministry of Social Justice and Empowerment, Government of India



Winner (Bronze) of the India Workplace Equality Index 2024



Equal parental leave policy (26 weeks paid leave) for employees irrespective of gender



Insurance coverage of **gender- reassignment** surgeries for employees

ESG Ratings and Scores⁶



Rated **AA (Sustainability Leader)** by MSCI in January 2024



ESG score of **58** from S&P Global, **98th** percentile of our peer set in November 2024



Member of the **FTSE4Good Global Index** since June 2023



Rated Low Risk (score **16.9**) by Sustainalytics in May 2024

1. Through purchase of offsets from renewable energy projects in India

2. EV100 is a global initiative bringing together forward looking companies committed to accelerating the transition to electric vehicles (EVs) 3.

3. Unique delivery partners identified by their national identity proof who successfully delivered at least one Order in India in that month (Orders are all food delivery orders placed on our platform in India, including canceled orders)

4. We recycled ~ 15X the amount of plastic (i.e. 30,000 MT) that was used by restaurant partners (as per our estimates) for deliveries facilitated through Zomato in FY23 and FY24

5. All data (unless specified) is as of the month September 2024

6. All data (unless specified) is a cumulative data, from the start and up to September 2024

OUR SUSTAINABILITY GOALS 2030*

Climate Conscious Deliveries

Facilitate 100% deliveries through electric vehicles (EVs) leading to Net Zero emissions across the food ordering and delivery value chain by 2033



Waste-Free World

Continue to facilitate 100% plastic neutral food delivery orders through voluntary recycling

Facilitate delivery of 100 million orders from Plastic-Free Future Program partner restaurants

Help restaurants reduce food waste through training and collaborations



Zero Hunger

Support Feeding India in mobilizing resources to provide 300 million nutritious meals for underprivileged communities



Inclusive Growth

Support growth of 300,000 micro, small and medium restaurant businesses and food entrepreneurs

Enhance the earning and saving capacity of 1 million gig workers through upskilling, partnerships and benefits programs



Diversity, Equity & Inclusion

Achieve a minimum of 50% representation of diverse groups - women, LGBTQIA+, persons with disability (PwDs), veterans, and other historically disadvantaged groups in our employee base and Board



Health, Safety & Wellbeing for All

Make substantive progress towards achieving zero on-road delivery partner fatalities

Bring health and safety knowledge and innovations to restaurant partners



Customer Centricity

Build food ordering and delivery solutions for the next billion customers seeking affordability, accessibility, assortment and quality



Governance

Achieve and maintain high standards of corporate governance to protect the interests of all our stakeholders

Adopt leading data privacy standards and practices

Continue to drive robust ethics and compliance practices



*All the above goals pertain to Zomato, unless specified.

OUR PARTNERS

Aishwarya Soni,
Owner, Shree Rakhi (MSME)



“When India became connected through e-commerce, it opened up new possibilities for us. Over time, we kept changing and adapting. Our infrastructure evolved; the people who worked with us evolved. At first, there were no computers, but now we use advanced technology and more sophisticated systems. We grew, and so did our processes.”

Sham Sunder Sharma,
Owner, Kale Da Dhaba (MSME)



“Business was growing and online delivery seemed like the next step. When we onboarded on Zomato, we quickly became one of the top-rated restaurants on the platform and we grew even more. Zomato helped us reach customers beyond the proximity we were used to. Today, my food is reaching people who would never have thought to come to my dhaba.”

Tanmay Ghosh,
EV Delivery Partner, Zomato



“It’s a green bike that runs seamlessly for 6-8 hours on a full charge. Once the battery reaches 100%, you can work continuously without interruptions until it runs out. I highly recommend using EVs—not only are they environment-friendly, but their limited speed also significantly reduces the risk of accidents, helping ensure safer rides.”

Mukul Agarwal,
Store Partner, Blinkit



“We just found the right location to set up a Blinkit Dark Store in Kolkata in early 2022. Quick commerce transformed the area and things took off. I even opened another store following the success of the first. I see exponential growth with Blinkit, especially as it expands into diverse categories such as electronics.”

Abhishek,
PwD Delivery Partner, Zomato



“Zomato has indeed come as a confidence-booster for me. A lot of people like me lose hope. I’d like to tell them to move on and associate with an organisation like Zomato, and regain their faith and confidence in life. Zomato has been a game-changer for me. Plus, with my NeoMotion vehicle, every ride is a smooth ride.”

Vishal Vikram,
Co-founder & Director of Sales & Marketing, Bijliride Pvt. Ltd.



“When I met Zomato’s team in Hyderabad, we instantly aligned on our goal to promote sustainable mobility. Since then, we have equipped over 5,000 DPs with EVs, cut delivery costs, and reduced emissions, while improving efficiency and affordability. We’re proud to collaborate with Zomato to transform urban mobility”

In case of any questions, please write to press@zomato.com

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