

zomato

Waste-Free World

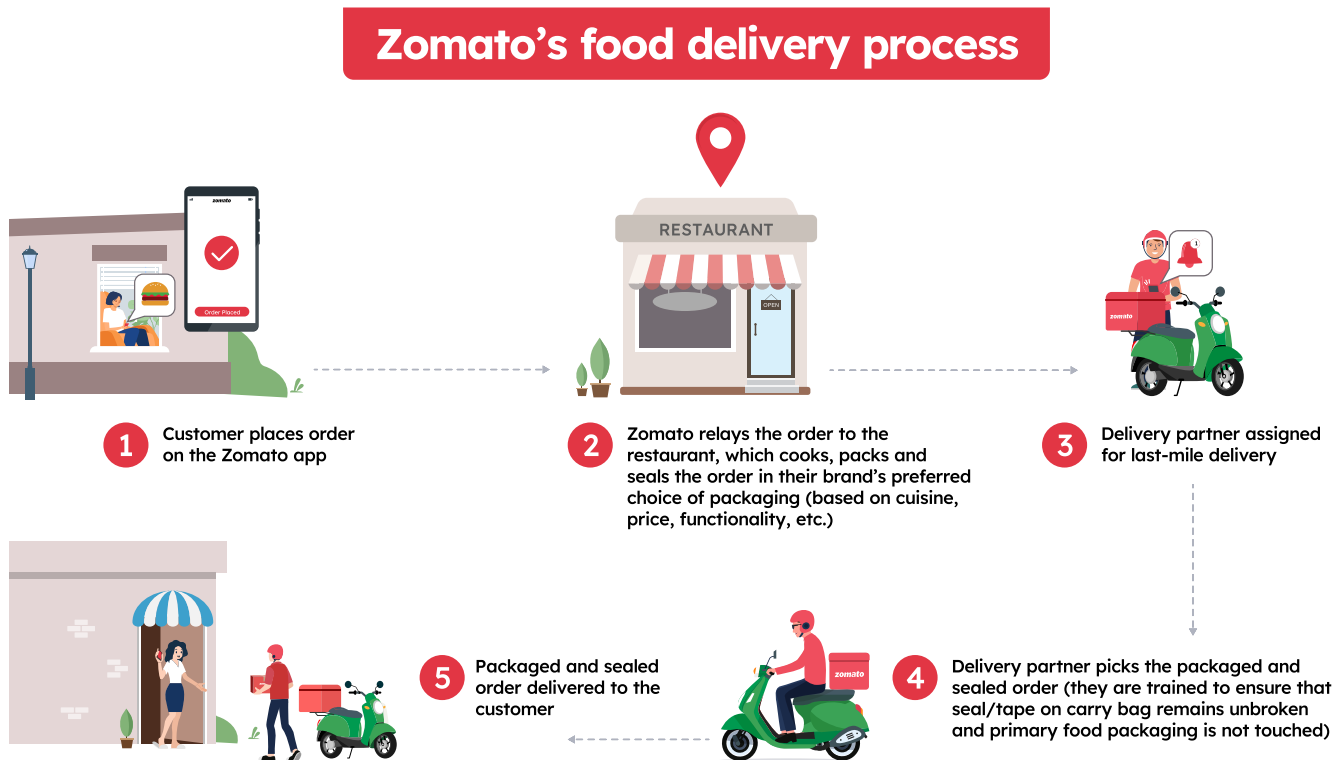


Waste-Free World

Reduction, recycling and reward programs to reduce waste generated in our value chain

Our Goals

Here is a quick breakdown of when and where waste gets generated in the food delivery value chain.



The main types of waste generated is as follows:

- **Packaging waste** includes plastic, paper and other materials used by restaurants to package food delivery orders. It is generated at the customer's location (home, office or other) after ordered food packaged by restaurants is consumed.
- **Food waste** is generated by restaurants within their premises during food preparation or by customers who cancel orders after they are prepared or en route to being delivered.
- Waste from Zomato's office operations largely consisting of wet, dry and e-waste

To tackle these kinds of waste, we set ourselves the following goals:

1. Voluntarily recycle plastic waste equal to packaging used by restaurants for food deliveries and offer customers '100% plastic neutral food deliveries'
2. Facilitate delivery of 100 million orders from restaurants enrolled in our Zomato Plastic-Free Future Program that recognizes restaurants making active efforts to adopt sustainable plastic-free packaging for food delivery orders
3. Help restaurants reduce food waste through training, technology and collaborations

Our Approach

How we are tackling waste generated by food delivery orders

We run several voluntary initiatives to reduce and prevent waste generated by restaurants in preparing and packaging food delivery orders from entering landfills and oceans. These initiatives are based on 3Rs - Reduce, Recycle and Reward.



Reduce

One of our key voluntary waste reduction initiatives is the 'Don't send cutlery' initiative on the food delivery app, which requires end-users to 'opt-in' for cutlery, when needed. This initiative has resulted in a reduction of restaurant orders sent with cutlery by more than 80%, preventing the usage of single-use material for cutlery and reducing ~1,050 MT of cutlery waste for FY25. As a result, this initiative has helped reduce ~2,900 MT+of cutlery waste from FY22 to FY25.

Food wastage is also a significant challenge, given that every month, around 400,000 perfectly good orders already on their way to customers are canceled on Zomato. To reduce this food wastage, Zomato introduced 'Food Rescue', an initiative which makes canceled orders available for nearby customers in their original untampered packaging at unbeatable prices within minutes. Since its inception in November 2024, the Food Rescue initiative has prevented food waste close to 190,000 kgs+ till Mar' 25 (assuming each order weighs approximately 400g).



Recycle

Recycling is a powerful way to prevent plastic waste from reaching landfills and oceans, but it is also expensive for small standalone restaurants to undertake on their own. In April 2022, on the occasion of Earth Day, Zomato committed to voluntarily recycle plastic waste equal to the amount restaurants use for packing food delivery orders, making every order placed via the Zomato app '100% plastic neutral'.

We have been working with authorized waste management agencies that collect plastic waste from homes and municipalities and recycle it under India's Plastic Waste Management rules. Since FY23, we have voluntarily recycled 45,000 MT of plastic waste. This amount is more than 100% the volume of plastic waste generated by orders delivered through Zomato as per a detailed estimate conducted by an independent third party. Since our restaurant partners choose their own packaging, this is a completely voluntary initiative on our part to mitigate plastic pollution.



Reward

Zomato Plastic-Free Future Program

We introduced the Zomato Plastic-Free Future Program in December 2024 to recognize restaurant partners making active efforts to adopt sustainable packaging solutions for their food deliveries.

More than 200 pioneering restaurant brands, with 8,000+ restaurants across 400+ cities listed on the Zomato app have already joined the program by submitting detailed evidence of their packaging, including photos and certificates, confirming their main menu items are being packed in sustainable alternatives. To recognize

their efforts, these restaurants now carry tags (low plastic packaging) on their menu page and a clear mention in the order summary on the Zomato app to make it easy for customers to identify them.

By motivating more restaurants to make the switch, we aim to encourage more investments in the sustainable food delivery packaging supply chain – reducing the cost difference between plastic and plastic-free alternatives and expanding the availability of sustainable packaging beyond cities.

Zomato Plastic-Free Future Packathon

Restaurant partners choose and procure their own packaging for food delivery based on cuisine type, brand and budget. To promote innovation for the food delivery use-case, we run the Zomato Plastic-Free Future Packathon in partnership with Startup India and Hyperpure by Zomato which serves over 75,000 restaurants. This annual contest surfaces and spotlights startups working on innovative sustainable packaging solutions for food delivery. In our first edition in 2024, over 85 startups applied from 18 states, 34 of which were run by women. Solutions highlighted by Zomato's Packathon included edible cutlery, barrier coatings made of plant-based gums and seaweed and patented carry bags made of agri-waste.

How we are managing waste from our offices

We have also taken significant steps to reduce and recycle waste generated from Eternal's office operations. We collaborate with authorized waste recyclers to handle various waste streams responsibly. In our primary offices in Gurugram and Bengaluru, we generated approximately 14.98 MT of waste across categories (plastic, e-waste, bio-medical waste, hazardous and non-hazardous waste). Of this, we successfully recycled 11.71 MT, a little over 78%. With initiatives such as the 'Bring Your Own Bottle' and three-bin waste segregation, we encourage our employees to participate in protecting the environment.

