zomato

STAKEHOLDER & GRIEVANCE MANAGEMENT POLICY

Table of Contents

1. Background 3
2. Scope and Applicability 3
3. Objectives of the Policy 3
4. Stakeholder Identification and Prioritization 3
5. Stakeholder Engagement Process 4
6. Grievance Redressal 4
7. Modes of engagement with Key Stakeholders 5
8. Amendment 6
9. Compliance 6
10. Interpretation 6
11. Version History 6

1. BACKGROUND

At Zomato, stakeholder engagement and grievance management is an integral part of our operations. We value the concerns of all our stakeholders, associated directly or indirectly with our business. Therefore, it is vital for us to collaborate with our stakeholders on a regular basis to understand their needs and expectations, in order to design informed business strategies that promote long-term sustainable value for all.

2. SCOPE AND APPLICABILITY

This stakeholder engagement policy outlines our overarching approach to engaging with our internal & external stakeholders and applies to all operating entities at a corporate and regional level. It has been put in place to ensure that principles of effective stakeholder engagement are applied consistently across the operational boundary of Zomato Limited. Therefore, each business unit in every operating location is required to carry out stakeholder engagement in line with the guidelines of this policy.

3. OBJECTIVES OF THE POLICY

The purpose of this Policy is to

- establish a framework to guide engagement with our stakeholders in all our activities and operations
- promote effective two-way communication with our stakeholders to strengthen our relationship with them
- enhance stakeholders' trust and confidence in our processes and activities, while promoting a good understanding of stakeholders' needs and expectations
- all stakeholders are always treated fairly and without bias
- all issues raised by various stakeholders are dealt with courtesy and resolved in time

4. STAKEHOLDER IDENTIFICATION AND PRIORITIZATION

In line with the AA1000 Stakeholder Engagement Standard, we have analysed our internal and external environment to identify stakeholders including individuals, groups of individuals or organizations:

- who are directly or indirectly dependent on our activities, products or services and associated performance, or on whom we are dependent in order to operate effectively,
- to whom Zomato has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities,
- who can influence or have impact on Zomato's strategic or operational decision-making

Based on the above definition, we have identified our key stakeholders as following:

1. Employees
2. Customers
3. Vendors
4. Restaurant partners
5. Delivery partners
6. Shareholders
7. Government and regulators
8. Community/ society

Stakeholders are further prioritized based on the level of their interest and influence and profiled into different categories depending upon the specific context of our engagement with them.

5. STAKEHOLDER ENGAGEMENT PROCESS

At Zomato, we promote a culture of consistent engagement with every stakeholder group to seek their

feedback in order to improve our business processes.

We strive to abide by the following principles when engaging with any stakeholder:

- Establish a process of continuous dialogue to ensure timely and responsive communication with all stakeholder groups and to develop enduring relationships that demonstrate mutual respect, honesty, and transparency

- Establish clear accountability by assigning adequate resources and responsibilities for effective stakeholder engagement

- Acknowledge and assume responsibility about the impact of Zomato's policies, processes, products, services and associated operations on stakeholders

- Select appropriate methods, tools and channels of engagement which take into account potential stakeholder engagement risks. Potential risks may include participation fatigue, lack of stakeholder integrity, conflicts of interest, disruptive or uninformed stakeholders, and lack of willingness to engage.

- Ensure adequate planning and preparation to understand the stakeholder profile and work with them to facilitate open and honest dialogue

- Assess the capacity of the stakeholder to effectively engage while selecting the method of engagement. In case stakeholders lack the capacity to engage, appropriate capacity building measures must be taken by the engaging business function, such as through assistance in overcoming the barriers of language, distance, knowledge, skills and resources, as appropriate, keeping in consideration the purpose and scope of engagement

- Disclose information about the company's activities in a timely and culturally appropriate manner to allow for meaningful collaboration

- Undertake engagement in a non-discriminatory manner that promotes inclusiveness and allows diverse stakeholders to provide feedback for an informed decision-making, including disadvantaged, vulnerable and marginalized stakeholders

- Resolve stakeholder grievances in a just, fair and equitable manner

- Ensure that all communication and interactions with our stakeholders is conducted within the purview of applicable law, any contractual obligations and in line with Zomato's internal corporate communication guidelines, while upholding highest respect for stakeholder's human rights and privacy of personal data

- Strive to incorporate stakeholder feedback in developing mutually beneficial company strategies, policies, objectives and initiatives

- Improve performance on stakeholder engagement by sharing good practices and learnings from the engagement process. Outcomes of the stakeholder engagement are to be reported through the company blog and annual report

6. MODES OF ENGAGEMENT WITH KEY STAKEHOLDERS

Stakeholder Group	Engagement Channel
Employees	▪ Employee newsletters ▪ Intranet portal ▪ Employee resource groups ▪ Regular employee communication forums ▪ Annual employee surveys
Customers	▪ Zomato app and website ▪ Customer service support ▪ Customer satisfaction survey
Vendors	▪ Vendor evaluation ▪ Face-to-face and electronic correspondence
Restaurant partners	▪ Zomato restaurant partner app ▪ Zomato dashboard ▪ Dedicated email Ids ▪ Growth managers
Delivery partners	▪ Zomato delivery partner application ▪ Dedicated email Ids ▪ Hotline ▪ Regional Zomato Team Leader (TL)
Shareholders	▪ Annual shareholder meetings ▪ Periodic investor presentations and conference calls
Community/ society	▪ Voluntary community initiatives ▪ Community events
Government and regulators	▪ Public policy advocacy ▪ Making representations whenever needed ▪ Formal dialogues

7. GRIEVANCE REDRESSAL

All employees are accountable for managing relationships and meeting expectations of internal and external stakeholders within their areas of responsibility. In addition to this, concerns of our stakeholders are addressed by our Grievance Officer while ensuring utmost confidentiality. Should a stakeholder have any concerns, queries, or complaint, they can write to us through the below grievance reporting channels:

- grievance@zomato.com
- nodal@zomato.com

Additionally, feedback or concern can be submitted through https://www.zomato.com/contact. For Investor Queries, concern can be submitted to companysecretary@zomato.com.

8. TIMELINE FOR RESPONDING/RESOLVING COMPLAINTS

The typical time taken to resolve complaints depend on the nature of the complaint.The different resolution duration for different complaints are between 7 to 30 days depending on the nature of the complaint. If any case needs additional time, Zomato will inform the complainant about the reasons for the delay in resolution and provide expected timelines for the resolution of the issue.

9. AMENDMENT

Any change in the Policy shall be approved by the Board of Directors. The Board shall have the right to withdraw and/or amend any part of this Policy or the entire Policy, at any time, as it deems fit, or from time to time, and the decision of the Board in this respect shall be final and binding.

10. COMPLIANCE

An Chief Sustainability Officer shall identify an authorized person for each stakeholder team and shall be responsible for supervision of the Policy. Any queries regarding the Policy shall be referred to the Authorized Person

11. INTERPRETATION

In any circumstance where the terms of this Policy are inconsistent with any existing or newly enacted law, rule, regulation or standard governing the Company, the said law, rule, regulation or standard will take precedence over this Policy.

12. VERSION HISTORY

Version	**Approval in**	**Description**
Version 1	March 2022	Original Policy
Version 2	May 2023	Approved by the Board