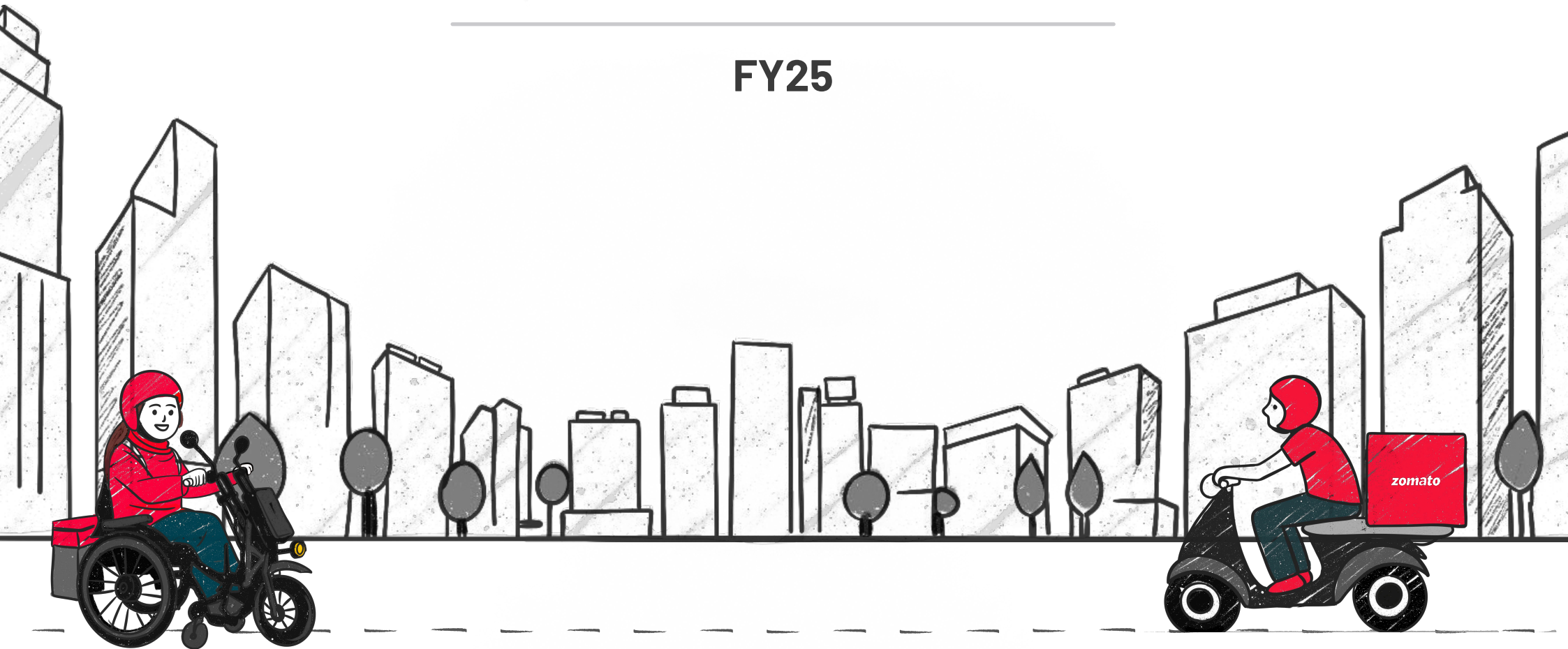




ESG Factsheet

FY25



About this factsheet

Eternal's commitment to environmental, social and governance (ESG) principles is fundamental to our business. This factsheet for FY25 outlines our ongoing efforts and achievements in driving sustainability, promoting social responsibility and ensuring robust governance. We are dedicated to reducing our environmental footprint, enhancing the wellbeing of our communities and maintaining the highest standards of ethical conduct. Through our ESG disclosures, we aim to engage stakeholders and inspire collective action towards a sustainable future.

Reporting boundary

Eternal Limited (formerly known as Zomato Limited) on a standalone basis includes Eternal Limited's India operations, Eternal Limited's branches in Dubai and Abu Dhabi and Foodiebay ESOP Trust (ESOP Trust does not have any operations or employees).

The reporting boundary for all financial, social and governance disclosures in this factsheet, unless otherwise stated, include all types of offices, i.e., the entire operations of Eternal Limited (standalone).

Our environmental disclosures are based on the principles of materiality and operational control. These are further discussed topic-wise as below:

Energy: Our disclosures include energy from fuel used in owned vehicles, Diesel Generator (DG) sets and purchased electricity for directly leased offices where we have established operational control. Energy from electricity consumed across our offices outside our operational control is placed within our value chain and will be disclosed as part of our value chain disclosures.

GHG emissions: Our Scope 1 Green House Gas (GHG) emissions are limited to those generated by refilling of gas in owned Air Conditioners (ACs) and fire extinguishers, fuel used in owned vehicles and directly leased DG sets. Emissions from electricity consumption in directly leased offices where we have established operational control are reported in Scope 2 of GHG emissions.

Water: Our boundary for water withdrawal, consumption and discharge is restricted to directly leased offices where we have established operational control, following the principle of operational control and materiality in accordance with Carbon Disclosure Project (CDP) and GHG Protocol guidance.

Waste: The reporting boundary for our waste disclosures includes directly leased offices where we have procured waste management services ourselves. These environmental disclosures have been apportioned and extrapolated based on data availability.

Factsheet period*

1st April 2024– 31st March 2025

External assurance**

Deloitte Haskins & Sells LLP

Assurance provided for FY25:

- Scope 3 emissions category wise
- Scope 3 emissions intensity for downstream transportation and distribution category (MT of CO2 equivalent per km)
- Avoided GHG Emissions in tCO2e
- Carbon credits and International Renewable Energy Certificates (IRECs) purchase
- Mean remuneration by gender of employees
- Volume of plastic recycled



*The reporting period of the factsheet is 1st April 2024 – 31st March 2025 unless otherwise stated.

**Please refer to Annexure 1 for the Assurance statement.

Our sustainability goals and performance



Climate Conscious Deliveries



Target

Achieve Net Zero emissions across food delivery value chain by 2033
Facilitate 100% EV-based food deliveries by 2030 as a member of the Climate Group's EV100 initiative

Performance

- Maintained 100% of Scope 1 & 2 emissions at zero through carbon offsets and IRECs
- Reduced last-mile delivery emissions by 10.5% on a per km basis in FY25 compared to FY22
- 88 million food delivery orders delivered via Electric Vehicles (EVs) in FY25



Waste-Free World



Target

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

Performance

- Voluntarily recycled 15,000 MT plastic waste in FY25; 45,000 MT since April, 2022
- Launched 'Food Rescue' (prevented ~2 lakh kg food waste) and 'Plastic-Free Future' initiatives (7,500+ restaurants now use low-plastic packaging)



Zero Hunger



Target

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

Performance

- Served 200+ million meals till date to underserved communities through Feeding India
- Reached over 100,000 children daily across 1,000+ educational centers in 160+ cities as on March 31, 2025



Inclusive Growth



Target

Support the growth of 300k+ micro, small and medium (MSME) restaurant businesses and food entrepreneurs

Enhance the earning and saving capacity of 1 million gig workers

Performance

- 242k registered MSME food delivery restaurants currently listed on the Zomato app
- Facilitated insurance payouts worth INR 70+ crore in FY25 (INR 164 crore cumulatively till date) with 55% of claims attributable to non-accident medical expense

Note: Food delivery refers to food ordering and delivery business in India.
Comprehensive details of our performances are presented in the subsequent sections.

Our sustainability goals and performance



Diversity, Equity & Inclusion

Target

Achieve a minimum of 50% representation of diverse groups in our employee base and Board of Directors

Performance

- 50% representation of women on the Board as of March 31, 2025
- 29% representation of women in the overall workforce as of March 31, 2025



Health, Safety & Wellbeing for All



Target

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

Bring health & safety knowledge and innovations to restaurant partners

Performance

- Trained ~52,000 delivery partners as certified emergency first responders
- Delivery partners have access to a 24x7 SOS service, with free ambulance services now available across 800+ cities
- Extended shelter project to 2,719 resting points to provide shelter for delivery partners during extreme weather



Customer Centricity



Target

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

Performance

- Average monthly active food delivery restaurant partner base grew 20% YoY to 297k
- Introduced scheduled ordering and group ordering; scaled initiatives like Food on Train and Zomato for Enterprise to enhance customer convenience



Governance



Target

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

Adopt leading data privacy standards and practices

Performance

- Upgraded to ISO 27001:2022 certification for Information Security Management Systems
- Refined our business processes to adapt to the requirements of the Digital Personal Data Protection (DPDP) Act, 2023

Note: Food delivery refers to food ordering and delivery business in India.
Comprehensive details of our performances are presented in the subsequent sections.

Environment

Eternal's commitment to the environment is central to our mission. We are dedicated to reducing our environmental impact by implementing sustainable practices that make a meaningful difference. By adhering to national environmental laws, regulations and guidelines, we ensure our efforts meet the highest standards. We actively engage with our internal and external stakeholders in the implementation of our environmental policy and initiatives. Our ultimate goal is to create lasting positive change for the planet, enabling our business to thrive while fostering a healthier, more sustainable future for all.

This section will cover:

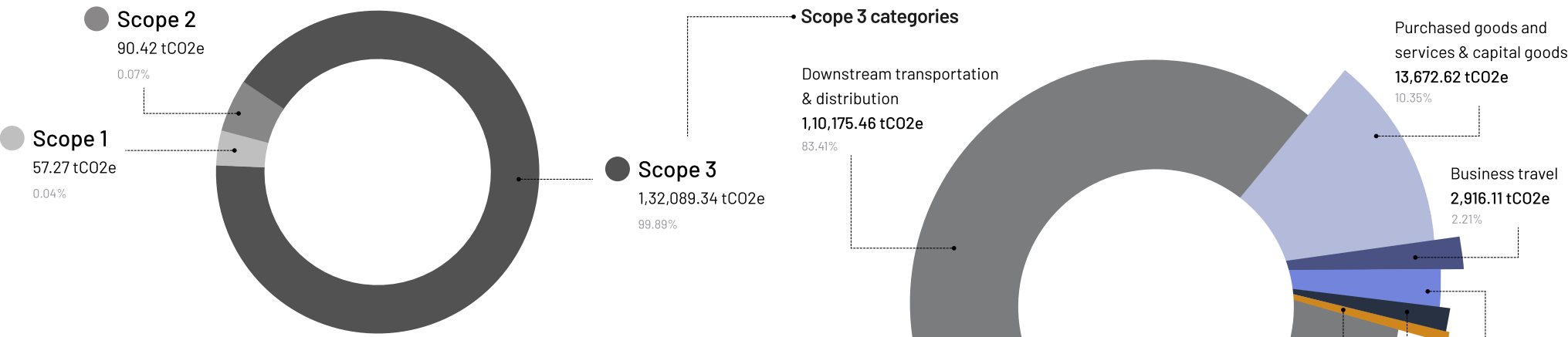
- Emissions
- Energy
- Water
- Waste
- Intensity
- Climate strategy



The image shows sanitation workers or 'safai sathis' employed by NEPRA at their material recovery facility in Ahmedabad. NEPRA is Zomato's authorized waste management partner for its voluntary initiative '100% plastic neutral deliveries'.

Emissions

GHG Inventory FY25



| GHG Emissions | FY23 | FY24 | FY25 |
|---------------|---------------------------------|---------------------------------|---------------------------------|
| Total Scope 1 | Gross: 8.07 tCO2e* Net: 0** | Gross: 7.01 tCO2e* Net: 0** | Gross: 57.27 tCO2e* Net: 0** |
| Total Scope 2 | Gross: 67.44 tCO2e Net: 0*** | Gross: 81.97 tCO2e Net: 0*** | Gross: 90.42 tCO2e Net: 0*** |
| Total Scope 3 | 1,02,654.57 tCO2e | 1,20,120.13 tCO2e | 1,32,089.34 tCO2e |

*For Scope-1(Gross): The significant increase in Scope 1 GHG emissions compared to the previous reporting year is primarily attributable to fugitive emissions resulting from refrigerant refilling activities for HVACs conducted in the current year. The emission factors used are from the IPCC 2006.

** For Scope 1(Net): The above numbers are after deducting the carbon removal offsets purchased to maintain carbon neutrality for Scope-1.

***For Scope 2(Net): The above numbers are after deducting the International Renewable Energy Certificates (IRECs) purchased to maintain carbon neutrality for Scope 2.

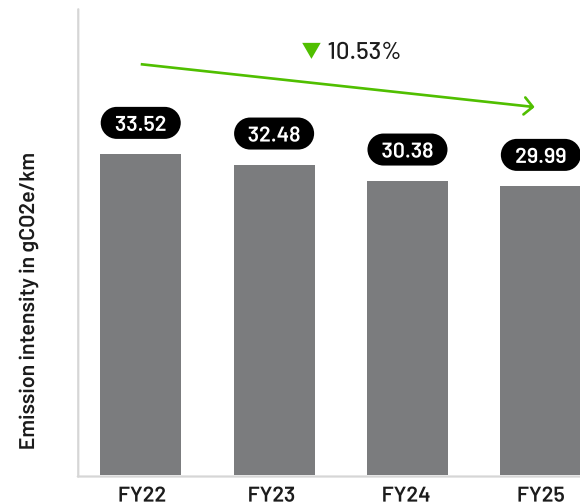
Note: FY22 serves as our base year. Please refer to ESG Factsheet FY24 ([Link](#)) for more details. Additionally, please refer to Annexure 2, GHG emissions methodology for further details on our methodology of Scope 1, 2 and 3 emissions.

Emissions (continued)

Scope 3 per km emissions for downstream transport trend analysis

At the beginning of FY24, we set ourselves the goal of achieving Net Zero emissions across our food delivery value chain by 2033. As part of our carbon reduction target, our goal is to reduce last mile delivery emissions by 70% on a per km basis by FY30 from base year of FY22. This target is aligned with our commitment to facilitate 100% EV-based food deliveries by 2030.

Our last-mile delivery emissions on a per km basis reduced by 10.53% in FY25 since FY22, largely facilitated by the growing share of EV-based food deliveries.



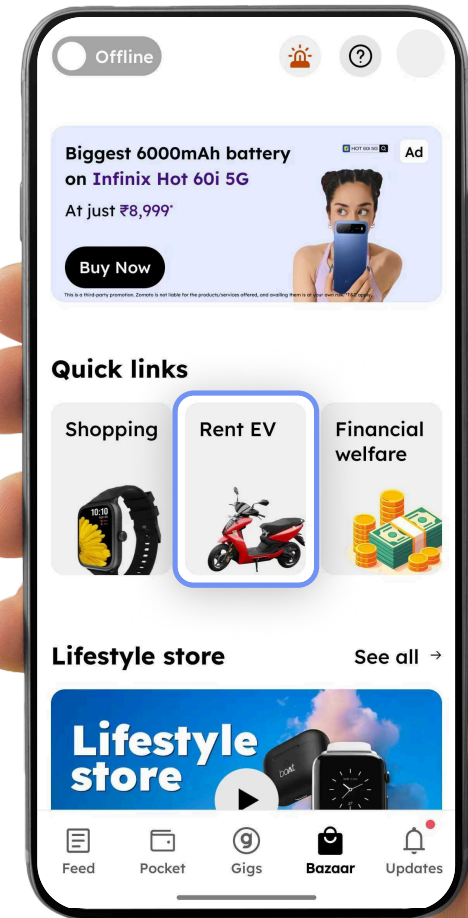
Avoided GHG emissions

In FY25, we assessed the emissions from food deliveries made using electric vehicles and compared them with the estimated emissions from petrol-powered vehicles covering the same distance. The difference between the two was then used to determine the total avoided emissions.

Through this shift to electric vehicles, we avoided 4,981 tCO₂e emissions during the reporting year.

Carbon offsets

- **Scope 1:** We maintained 100% of our Scope 1 emissions at zero through the use of an equivalent amount (57.27 tCO₂e) of verified carbon removal offsets. In FY25, we used reforestation-based carbon removal offsets for neutralizing our Scope 1 emissions.
- **Scope 2:** In FY25, we maintained our net Scope 2 emissions at zero, by purchasing an equivalent amount of International Renewable Energy Certificates (IRECs) representing 100% of our energy consumption (124.3 MWh) from renewable energy projects in India. The purchased IRECs were verified by an independent third party.
- **Scope 3:** Additionally, we used advance purchases of carbon offsets from renewable energy projects to cover 100% of our Scope 3 emissions.

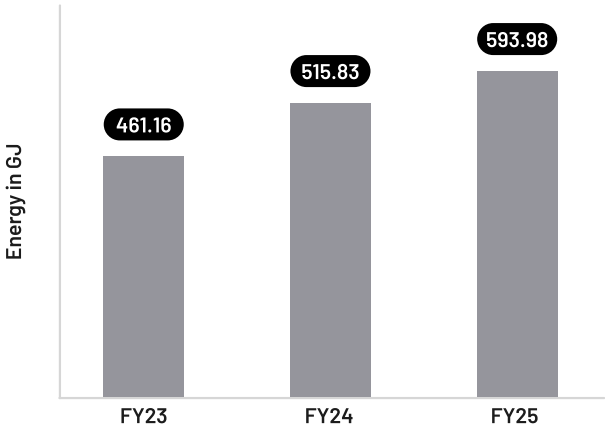


Rent an EV feature on Zomato delivery partner app

Note: Please refer to Annexure 3 for Verified Carbon Standard (VCS) carbon offset certificate (Scope 1) and Annexure 4 for IREC certificates (Scope 2)

Energy

Total energy consumption*



| | FY23 | FY24 | FY25 |
|-------------------------------|-----------|-----------|-----------|
| Total electricity consumption | 341.97 GJ | 412.15 GJ | 447.75 GJ |
| Total fuel consumption | 119.18 GJ | 103.67 GJ | 146.23 GJ |
| Total energy consumed | 461.16 GJ | 515.83 GJ | 593.98 GJ |

*Energy consumption data in the table above covers energy from fuel consumption through leased DG sets, owned office vehicles and energy from purchased electricity for offices within Eternal's boundary determined by operational control approach.

Note: FY22 serves as our base year. Please refer to ESG Factsheet FY24 (Link) for more details.

Energy management programs

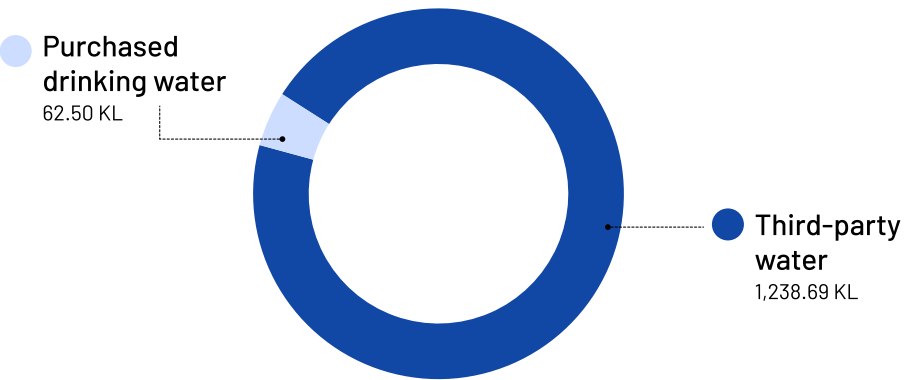
Eternal is committed to reducing our environmental impact through strategic energy conservation efforts. Our approach not only supports global sustainability goals but also contributes to operational efficiency and cost savings. We conduct internal assessments of our energy consumption in addition to preventive maintenance of our system to identify opportunities and areas of improvement. This helps us in taking steps towards energy conservation.

Key steps to improve energy conservation in FY25:

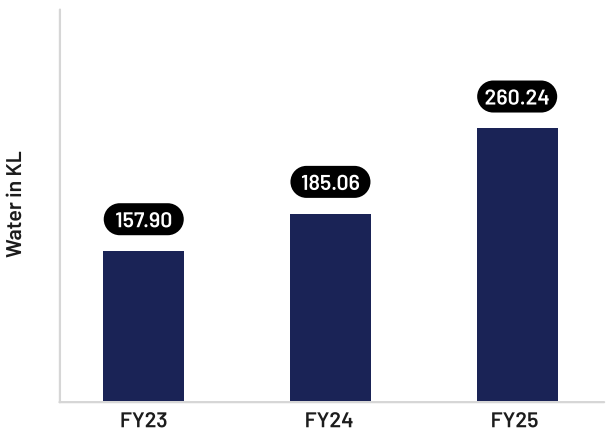
- Lighting and infrastructure upgrades:** We continue to prioritize the use of LED lights and LED monitors in our corporate offices. This initiative not only reduces energy consumption but also underscores our dedication to energy-efficient infrastructure. We are dedicated to the rationalization and optimal utilization of electrical equipment usage, including airconditioning systems and office lighting. All efforts aim to improve energy efficiency and ensure we minimize energy waste and maximize efficiency in our operations.
- Awareness and behavioral change campaigns:** In order to engage employees in energy-saving practices, we encourage them to be mindful of their energy consumption by adopting habits such as unplugging devices when not in use and choosing energy-efficient options like LED bulbs at home. Our 'Turn It Off' initiative encourages employees to turn off lights and devices in meeting rooms, supporting our commitment to energy conservation and sustainability. We actively empower our employees to contribute towards a greener, more energy-efficient workplace.

Water

Total water withdrawal in FY25*



Total volume of water consumption



Water efficiency and management programs

Eternal strives to minimize usage and impact of our business on water resources across our operations. Our aim is to improve water use efficiency across our facilities under our operational control. We prioritize environmental sustainability through the effective management of water at our office locations and conduct internal water assessments and regular maintenance to track usage and efficient consumption, supporting water management at our offices.

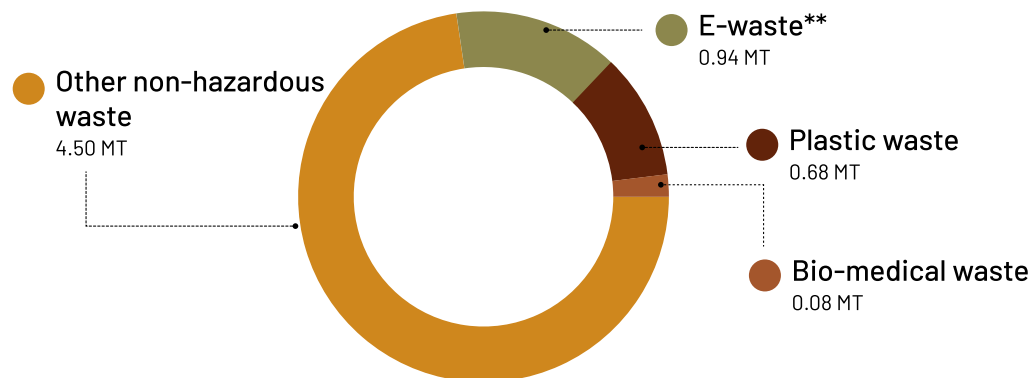
- **Sensor-based taps:** Sensor based low-flow taps have been installed in the washrooms at our Gurugram office to optimize water usage.
- **Dual-flush toilets:** Our washrooms are installed with dual-flush models allowing users to choose as required.
- **Sewage treatment plant (STP):** Our corporate office in Gurugram (a multi-tenant facility) has a zero liquid discharge mechanism through STP installed by our landlord to reuse and repurpose domestic wastewater and reuse it for horticulture and flushing.
- **Awareness and training:** We have also introduced behavioral change campaigns to promote sustainable practices among our employees.



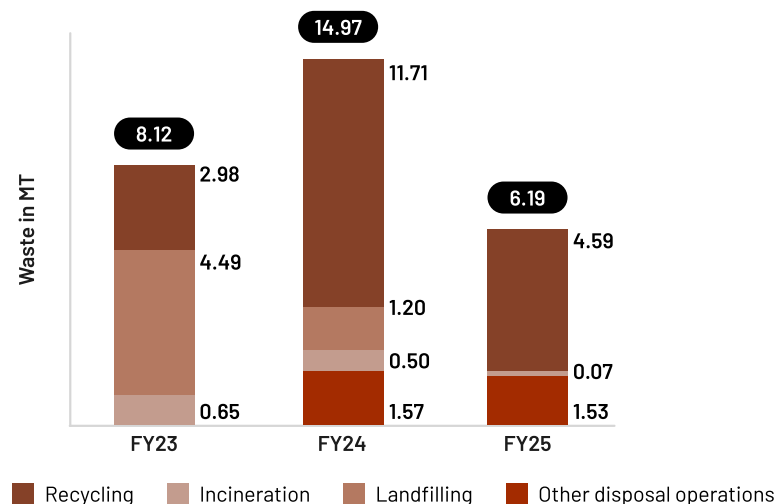
*Environmental performance data for this indicator covers Bengaluru office only based on Eternal's boundary determined by operational control approach. Water discharge values are calculated based on an assumption that 80% of the water supply flows back into the ecosystem (through sewage system) as wastewater (as referenced in the NITI Aayog report).
Note: FY22 serves as our base year. Please refer to ESG Factsheet FY24 (Link) for more details.

Waste

Total waste generated in FY25*



Waste recycling and disposal



*Environmental performance data for this indicator covers two offices on direct lease with more than 100 employees (Gurugram and Bengaluru). Disclosure in different waste categories is made as per Eterna's boundary determined by operational control approach.

**The e-waste generation is based on the e-waste disposal certificates received.

Note: FY22 serves as our base year. Please refer to ESG Factsheet FY24 ([Link](#)) for more details.

Waste management programs

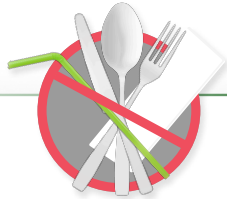
We are committed to implementing effective waste management strategies to minimize the environmental impact of our business. We undertake internal audits to monitor waste generation based on which we develop an action plan to reduce generation of waste:

- **Reusable cutlery and BYOB program:** To reduce waste, we have encouraged the usage of disposable cutlery by using more reusable cutlery within our offices. Our 'Bring Your Own Bottle (BYOB)' initiative also reduced the use of paper cups and plastic bottles for drinking water across our offices.
- **Awareness and training:** Waste management training helps employees acquire the knowledge and abilities required for successful waste segregation. To promote efficient waste segregation at source, we have color coded dustbins in our Gurugram office categorized by food, plastic and dry waste.
- **Waste treatment programs:** Enabled onboarding of authorized vendors for dedicated waste recycling and safe disposal for waste generated from our operations by category. We collect waste disposal certificates (category-wise) from these authorized vendors to avoid any non-compliance associated with the applicable environment norms.
- **Sustainable in-office practices:** In FY26, we onboarded Padcare as our menstrual waste management vendor across our Delhi, Gurugram and Bengaluru offices. Padcare collects used sanitary pads and recycles them into hygienic pulp and plastic, offering a safer alternative to landfill and incineration. This approach reduces carbon emissions by 58% compared to landfilling and by 68% compared to incineration.

Waste (continued)

Our programs across online ordering deliveries

Reduce



'Don't send cutlery' initiative

- One of our key voluntary waste reduction efforts is the 'Don't Send Cutlery' initiative on the food delivery app. This initiative has helped avoid ~1,050 MT of cutlery waste in FY25
- Between FY22 and FY25, this initiative has helped avoid ~2,983 MT of cutlery waste in total

Food rescue initiative

- Every month, around 4,00,000 perfectly good orders are canceled on the Zomato app
- Launched in November 2024, the 'Food Rescue' initiative offers these orders to nearby customers in untampered packaging at unbeatable prices
- By March 2025, the initiative helped prevent ~190,000 kgs of food waste (assuming 400g per order)

Recycle



100% Plastic Neutral Deliveries

- Starting April 2022, Zomato began voluntary recycling of plastic waste equal to the amount generated by restaurants to pack the food orders placed via the Zomato app
- We have voluntarily recycled 45,000 MT of plastic waste on behalf of restaurants from FY23-FY25, fully meeting the target of 100% plastic neutral deliveries as per independent estimates. Out of this total volume, 15,000 MT was recycled in FY25 alone

Reward



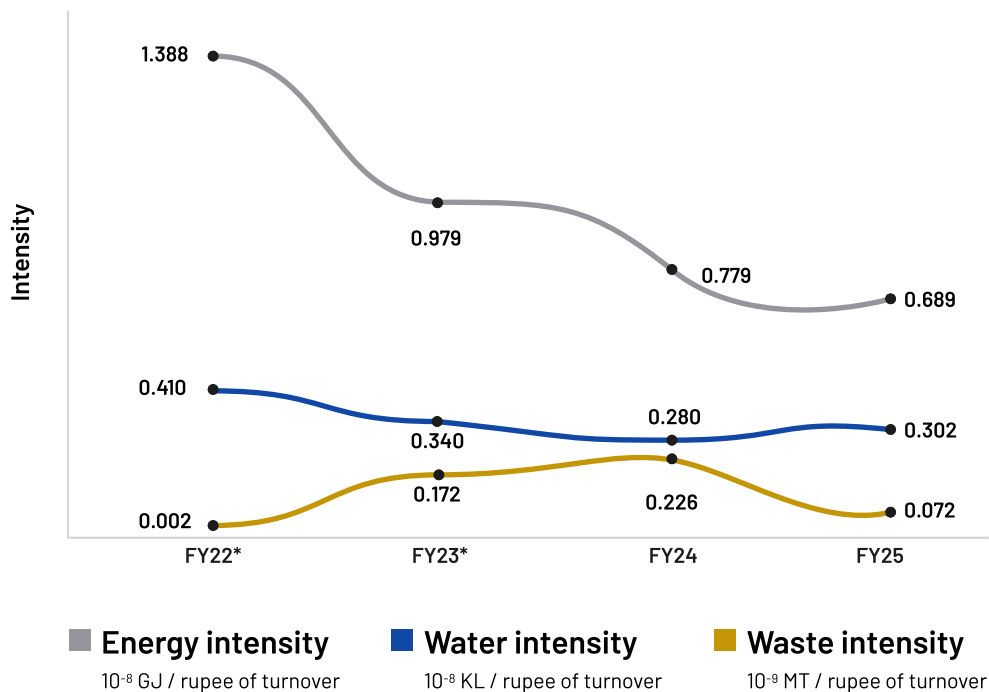
Plastic-Free Future Program

- Launched in December 2024 to recognize restaurant partners using sustainable packaging for food delivery, with visibility on the Zomato app through a 'low plastic packaging' tag, menu banners and order summary notes
- Over 200 brands with 7,500+ outlets across 400+ cities joined by submitting verified evidence. The program aims to drive adoption, reduce cost gaps and expand access to sustainable packaging beyond major cities

Plastic-Free Future Packathon

- Launched in 2024 with Startup India, DPIIT and Hyperpure to identify and promote innovative food delivery packaging solutions.
- Received 85+ startup applications from 18 states, including 34 women-led ventures. Featured innovations included edible cutlery, plant-based coatings, and agri-waste bags. Winners included Bambrew, Go Do Good and Frenvi

Intensity



Energy intensity (GJ/ rupee of turnover)

Over the last four years, our energy intensity measured as total energy consumed per rupee of turnover has consistently decreased.

Water intensity (KL/ rupee of turnover)

Water intensity measured as total water consumption per rupee of turnover has decreased over the past four years.

Waste intensity (MT/ rupee of turnover)

Waste intensity per rupee of turnover, measured as total waste generated per rupee of turnover, over the last four years has increased primarily due to improvements in achieving a more accurate and comprehensive assessment of our waste management practices.

Environmental management system (EMS)

Gurugram and Bengaluru offices have achieved and continue to hold ISO 14001 certification, demonstrating our commitment to effective environmental management.

| Details | Coverage (%) | Certification |
|--|--|---------------|
| EMS verified through international standards | 100% of our direct leased offices within our operational control | ISO 14001* |

*Please refer to Annexure 5 for ISO 14001 certificate details.
Note: Intensity values have been re-scaled and expressed as per scientific notation.

Climate strategy

Climate risk management process, scenario analysis and risk mitigation

Overview

In FY24, we had undertaken climate risk assessment exercise for our food ordering and delivery business and assessed the impact of physical climate risks such as cyclones, storms, heavy precipitation, increasing/decreasing temperature, flooding and heat/cold waves and transitional risks across our top 15 cities under IPCC RCP 2.6 and RCP 8.5 scenarios. For the transition risks, we used the Net Zero 2050 and Below 2-degree scenarios under the 'Orderly category' and current policies scenario under the 'Hot House World category' specified under the Network for Greening the Financial System (NGFS). The outcome of this exercise is integrated into Eternal's Enterprise Risk Management (ERM) process.

Scope

This assessment covered both physical and transitional climate-related risks and opportunities mapped across our value chain, including upstream, downstream and direct operations. Climate change and GHG emissions from last-mile deliveries pose a significant risk to business due to changing temperature and precipitation patterns, extreme weather events and evolving regulatory requirements which may lead to

increased operational costs, supply chain disruptions, regulatory fines, declining customer preference etc. We also examined the specific impacts on various external stakeholders like customers, delivery partners and restaurant partners, with risks categorized by time horizons from short, medium and long-term till 2040. The analysis identifies climate change as presenting both risks and opportunities for Eternal.

Mitigation measures

We have implemented the following climate risk mitigation measures during the reporting year:

- **EV-based food deliveries:** To reduce last-mile delivery emissions, we are assisting our delivery partners in adopting EVs through digital communication, on-ground events and EV partnerships.
- In FY25, delivery partners were made aware of the benefits of transitioning to EVs through engaging videos on the YouTube channel resulting in more than 77,111 views, alongside notifications, etc.
- We organized an EV bazaar in Delhi to bridge the gap between delivery partners and EV ecosystem providers. More than 1,000 delivery partners attended the event which helped enhance their awareness about the EV ecosystem.

- We have partnered with over 40+ players in the EV ecosystem such as EV rental agencies, EV battery swapping companies and EV-based logistics service providers to facilitate delivery partners' transition to EVs.

As a result, the monthly active EV-based delivery partner fleet reached 37,077 vehicles by March 2025, which is ~1.3x the number of active EV-based delivery partners in March 2024. In FY25, our last-mile delivery emissions on a per km basis reduced by 10.53% since FY22.

- **Support for delivery partners:** We have expanded our Automated Weather Stations (AWS) to 850 devices across 70 cities to predict and communicate weather conditions to our delivery partners. Additionally, Eternal has extended its shelter project to 2,719 resting points to provide shelter for delivery partners during extreme weather. We continue to assist delivery partners with high quality apparel, protecting them from varied weather conditions.



Climate strategy (continued)

Net zero commitment and emission reduction targets

Targets and progress

In FY23, we committed to achieving the goal of Net Zero emissions across our food ordering and delivery value chain by 2033 (from FY22 as the base year). Towards achieving this long-term goal, we have set the following targets:

Our targets

- Maintain Scope 1 and Scope 2 emissions at zero from FY23 onwards
- Reduce last-mile delivery emissions by 70% on a per km basis by FY30 from the base year of FY22

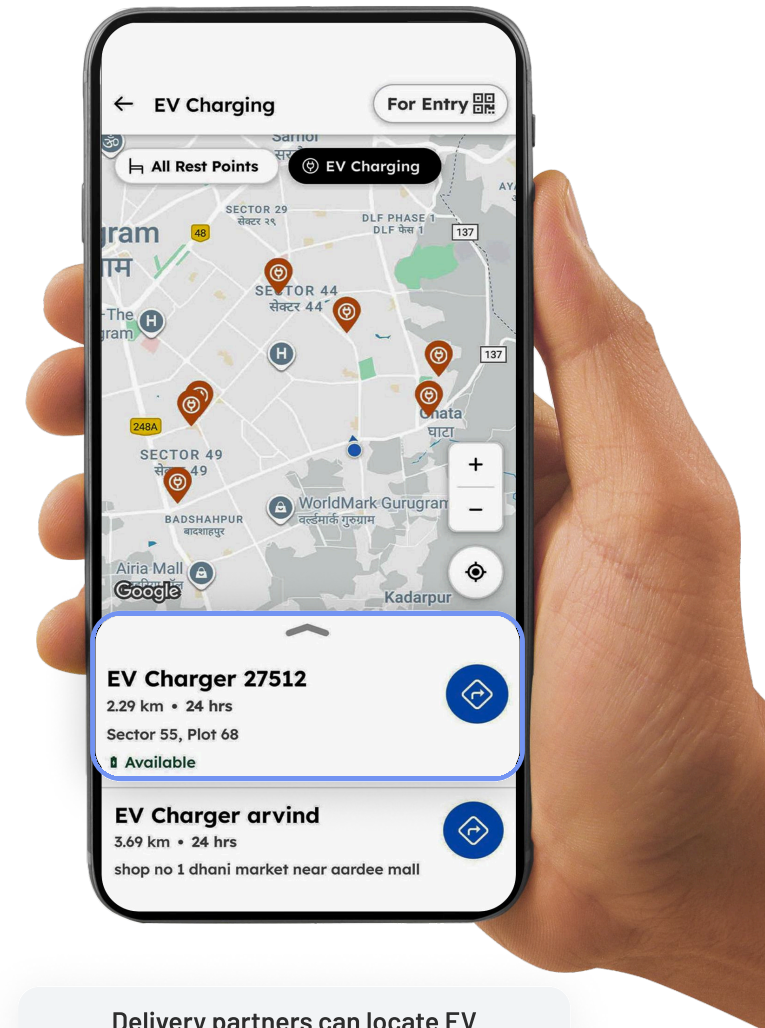
These targets are aligned with our commitment to facilitate 100% EV-based deliveries by 2030 (our flagship GHG reduction project).

Performance against targets

- We have maintained 100% of our Scope 1 and Scope 2 emissions at zero through use of an equivalent amount of verified carbon removal offsets and International Renewable Energy Certificates (IRECs).
- In FY25, after quantifying last-mile delivery emissions, we used per km emissions as an output metric and observed a 10.53% reduction since FY22.

The reduction in last-mile delivery emissions was facilitated by an expansion of our EV program. In FY25, our total EV- based food deliveries increased by 1.4x from the previous year, totaling to 87.6 million orders, representing 10.3% of total orders.

During the reporting year, we organized an EV Bazaar to educate the delivery partners on the benefits of EVs and to support the transition from Internal Combustion Engine (ICE) vehicles to EVs. We launched a customer-facing EV campaign on 'World Environment Day' to highlight that EVs are the most effective and eco-friendly delivery solutions available, while also emphasizing our company's commitment towards transitioning to 100% EV-based food deliveries.



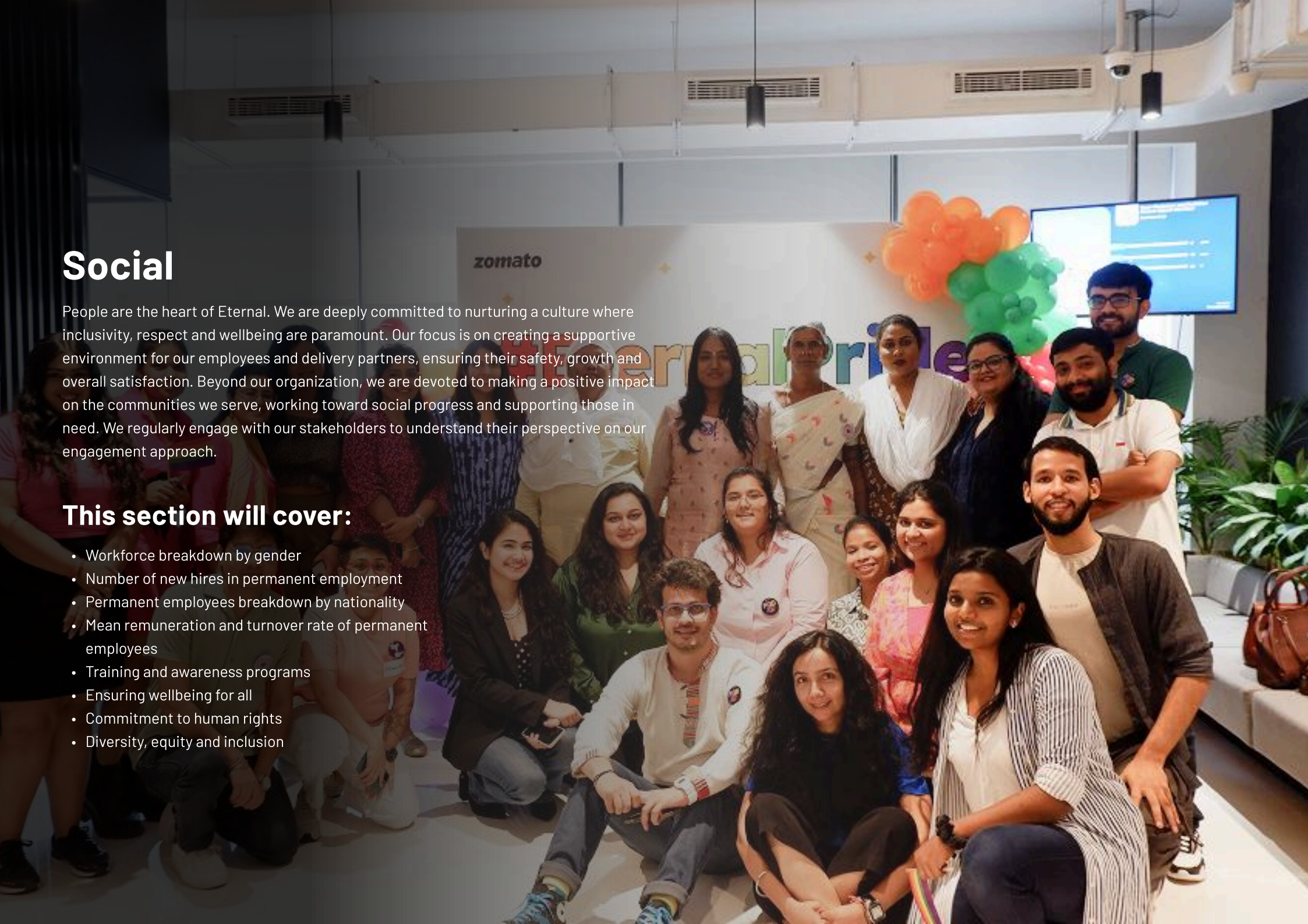
Delivery partners can locate EV charging and swapping points via their delivery app

Social

People are the heart of Eternal. We are deeply committed to nurturing a culture where inclusivity, respect and wellbeing are paramount. Our focus is on creating a supportive environment for our employees and delivery partners, ensuring their safety, growth and overall satisfaction. Beyond our organization, we are devoted to making a positive impact on the communities we serve, working toward social progress and supporting those in need. We regularly engage with our stakeholders to understand their perspective on our engagement approach.

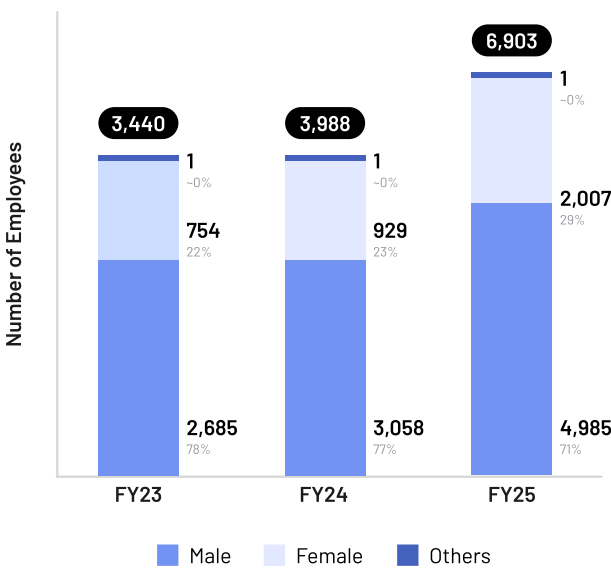
This section will cover:

- Workforce breakdown by gender
- Number of new hires in permanent employment
- Permanent employees breakdown by nationality
- Mean remuneration and turnover rate of permanent employees
- Training and awareness programs
- Ensuring wellbeing for all
- Commitment to human rights
- Diversity, equity and inclusion



Workforce breakdown

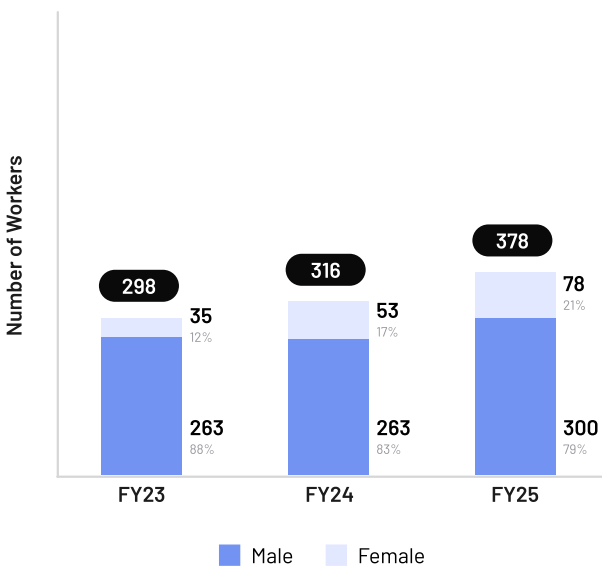
Permanent employees



Permanent employees refers to all full-time employees and does not include interns, fixed term and contractual (offroll) employees.

Women's representation in our workforce has increased by ~7%, since FY23, reflecting our ongoing efforts to improve diversity, equity and inclusion.

Contract workers



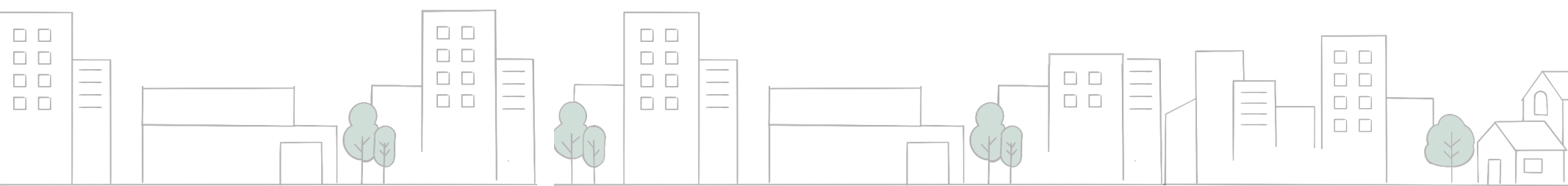
Contract workers are highlighted as 'Other than permanent workers' in our Annual report. These include housekeeping, security, technical staff, pantry staff, driver, creche staff, nurse and emergency medical technicians etc. Delivery partners are value chain partners and hence, they are not part of Eternal's workforce.

Performance and career development reviews of permanent employees

Our performance and career development reviews of permanent employees ensures a thriving work environment, which is why we conduct multidimensional appraisals for all our full-time employees on an annual basis. The performance review process incorporates comprehensive 360 degree feedback to facilitate the professional development of our employees. We promote continuous feedback between managers and team members to cultivate trust and drive professional growth.

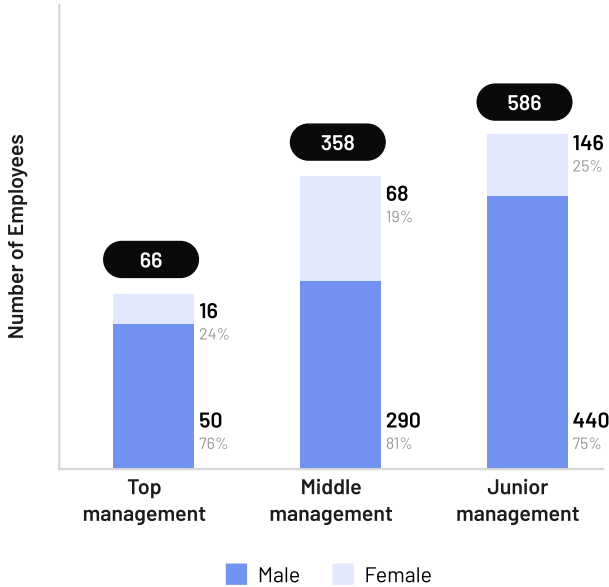
Succession plan

We have a succession plan in place to ensure seamless leadership transitions, safeguarding operational continuity and preserving legacy of excellence. There is a culture in the company to nurture talent, wherein senior leaders mentor high-potential employees to cultivate future leaders. Additionally, the company has an awards program to recognize exceptional individuals and teams.

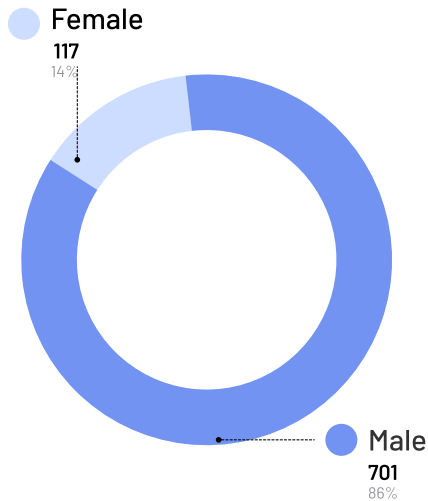


Workforce breakdown (continued)

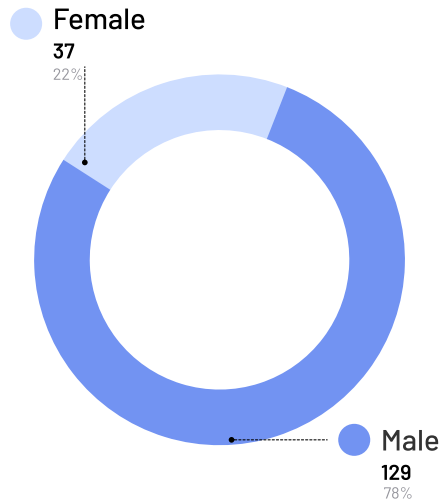
Management positions



STEM-related positions



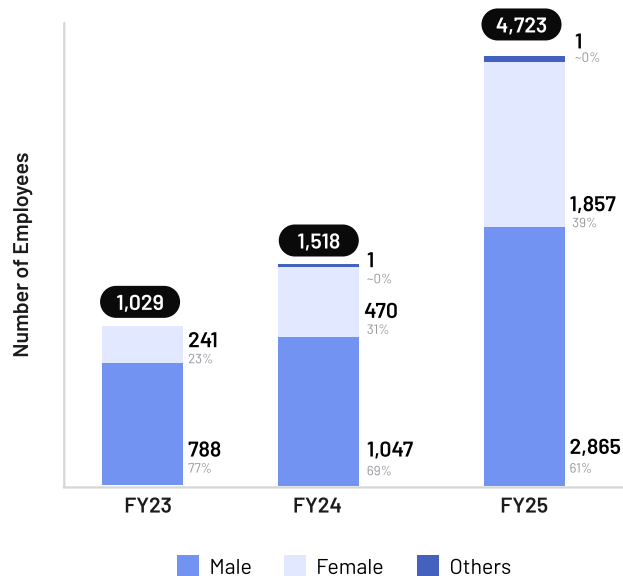
Management positions in revenue-generating functions



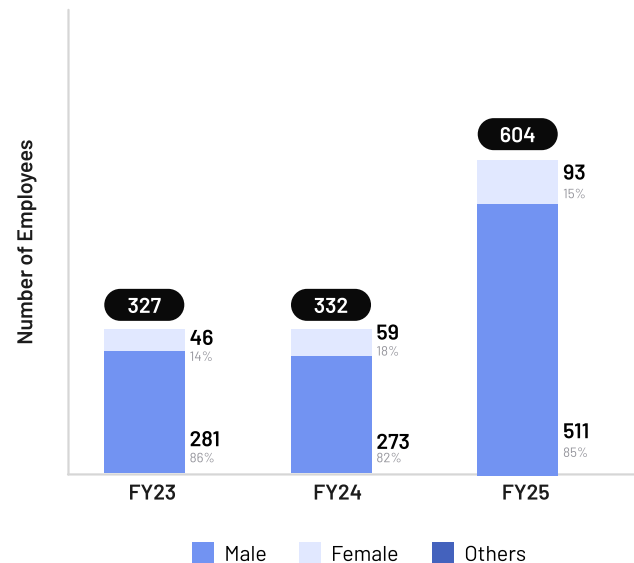
Number of new hires in permanent employees category

Eternal employs a structured approach in identifying exceptional talent, leveraging campus hiring, job fairs, employee referrals, targeted recruitment drives and collaborations with external organizations. Consistent reviews and alignment of our employee benefits and salaries with industry benchmarks, promote an environment where growth and development are paramount. Training sessions and workshops are conducted to ensure employees thrive and excel in their new roles.

<30 age group



30-50 age group



>50 age group

Below are the numbers for employees above 50 years of age-

- FY23: One male employee
- FY24: NIL
- FY25: Two male employees



Permanent employees breakdown by nationality

| Nationality (FY25) | Male | Female | Others | Total | % of total workforce |
|--------------------|-------|--------|--------|-------|----------------------|
| Indian | 4,886 | 1,999 | 1 | 6,886 | 99.75% |
| Nepalese | 2 | 4 | 0 | 6 | 0.09% |
| Pakistani | 3 | 1 | 0 | 4 | 0.06% |
| British | 0 | 2 | 0 | 2 | 0.03% |
| American | 1 | 1 | 0 | 2 | 0.03% |
| German | 1 | 0 | 0 | 1 | 0.01% |
| Lebanese | 1 | 0 | 0 | 1 | 0.01% |
| Jordanian | 1 | 0 | 0 | 1 | 0.01% |
| Total | 4,895 | 2,007 | 1 | 6,903 | 100.00% |



Mean remuneration of permanent employees*

| Details (FY25) | Male | Female | Others | Total |
|---------------------------------------|--------|--------|--------|--------|
| Permanent employee headcount (A) | 4,895 | 2,007 | 1 | 6,903 |
| Total annual compensation (B)(INR cr) | 682.84 | 212.20 | 0.14 | 895.18 |
| Mean compensation (B/A)(INR cr) | 0.14 | 0.11 | 0.14 | 0.13 |

Turnover rate of permanent employees**

| Age group (FY25) | Male | Female | Others | Total |
|------------------|--------|--------|---------|-----------|
| <30 years | 42.55% | 65.00% | - | 49.66% |
| 30-50 years | 31.98% | 36.30% | 0.00% | 32.69% |
| >50 years | 0.00% | 0.00% | 0.00% | 0.00% |
| Overall | 38.75% | 59.40% | 100.00% | 44.33%*** |

*The mean remuneration for Employees and Key Managerial Personnel (excluding the Board of Directors) has been calculated based on the annual CTC applicable to employees as on 31st March 2025. We routinely monitor gender pay data to support fair and equal remuneration for all employees. We offer a long-term equity program where all permanent employees are eligible to be considered for stock options.

**The above attrition numbers include employee exits on account of (a) inter-company movements from Eternal to its subsidiaries and (b) exits in our frontline personnel category (primarily includes sales, customer support and logistics functions), which account for a large part of our exits. In the event of large-scale workforce changes, we ensure employees receive fair and timely notice / notice pay so they can prepare and manage the transition with clarity and support.

***In FY25, out of the total turnover rate of permanent employees, 30.15% is voluntary.



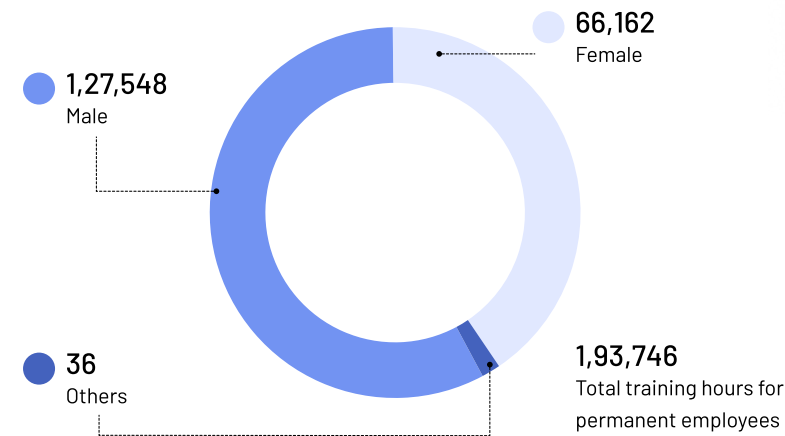
Training and awareness programs

Trainings received on ESG principles

| Segment | BRSR principles* | Human Rights | Prevention of Insider Trading | POSH | Health and Safety | Cybersecurity Training |
|--------------------------------------|------------------|--------------|-------------------------------|------|-------------------|------------------------|
| Board of Directors | ● | | | | | |
| Key Managerial Personnel | ● | ● | ● | ● | | |
| Employees other than BODs and KMPs** | ● | ● | ● | ● | ● | ● |
| Workers | ● | ● | | | ● | |

Eternal employees were also trained on topics such as Environment, health & safety, whistleblower and anti-bribery and anti-corruption policies and procedures.

Training hours of permanent employees



*Business Responsibility and Sustainability Reporting Principles
 **This coverage includes permanent and other than permanent employees

| | | | |
|--|------------------------------------|---------------------------------------|--|
| 28.07 Average training hours per employee | 63,208 Technical training hours | 1,11,445 Onboarding training hours | 19,092 Non-technical training hours |
|--|------------------------------------|---------------------------------------|--|

Technical training includes on-the-job learning across business functions that enables employees to develop technical skills, domain expertise and functional capabilities.

Onboarding training includes on-the-job learning across business functions to help new joiners equip themselves with the skills and knowledge required for their roles.

Non-technical training include compliance training on PIT, POSH, Organizational Health & Safety training, cultural diversity training to sensitize employees on diverse groups, offsites and awareness sessions with a focus on enhancing interpersonal and behavioral skills to support overall professional development.

We conduct regular training and capacity-building programs to equip our workforce with necessary skills to adapt to continuous industrial changes.

Training and awareness programs (continued)

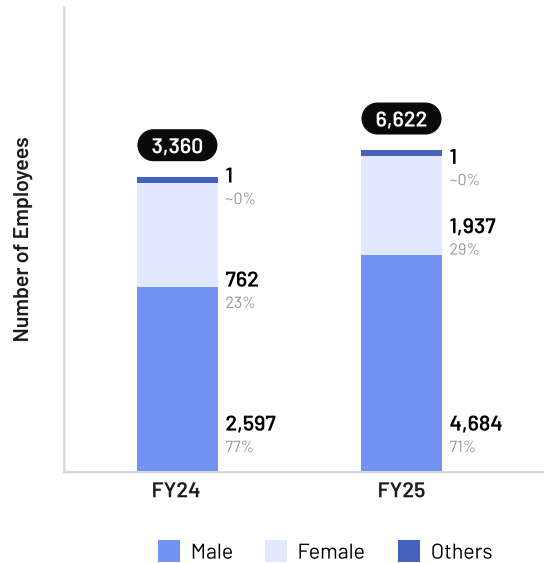
Eternal's key health and safety awareness programs include:

- Safety communications awareness campaigns
- Safety training programs on fire safety

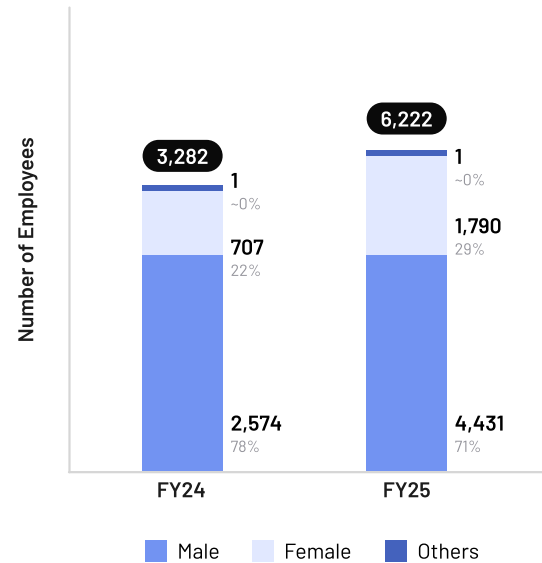
Our workplace and facilities team diligently oversees adherence to safety protocol, regular inspections and ensuring the functionality of safety systems. We have a dedicated Environment, Health and Safety (EHS) team committed to upholding safety standards. Our offices are equipped with essential safety systems such as fire detection, fire fighting mechanisms, public address systems, safety signage etc., to ensure the safety of employees and workers. In FY25, we launched mandatory, comprehensive EHS training for all employees, covering key areas like fire safety, emergency evacuation and ergonomics. Additionally, we conduct regular training for workers on Personal Protective Equipment (PPE), chemical and electrical safety and other jobspecific safety aspects.

Health and Safety and Skill Upgradation trainings given to employees

Health and safety



Skill up-gradation



Ensuring wellbeing for all

Employees

- Comprehensive medical insurance that extends coverage to employees, their spouses/partners and up to four children. Additionally, we provide accidental death and disability insurance benefits for added security.
- Our partnership with Plum Telehealth provides employees access to free consultations with over 20 specialists and a network of more than 70 doctors.
- We also encourage a healthy lifestyle by providing gym facilities, personalized nutrition counseling, sports and yoga sessions, along with workplace stress management services and access to in-house counsellors.
- In-house daycare/creche and lactation facilities are available at our Gurugram and Bengaluru corporate offices. Our partnership with IPSAA provides employees access to daycare facilities (at a discounted rate) near our office premises, across various locations.
- All our employees are covered by our gender-neutral paid parental leave policy, along with special leaves including seven wellness leaves, ten period leaves for women and transgender employees and 18 days of paid annual leave. Leave requests are auto-approved through our internal portal to ensure ease and flexibility.
- We also offer flexible working hours and remote work options to support new mothers returning to work on a case to case basis.

| Benefits (FY25) | Male | | Female | | Others | | Total** | |
|----------------------|--------|--------|--------|--------|--------|------|---------|-----------|
| | Number | % | Number | % | Number | % | Number | % |
| Health insurance | 4,895 | 100% | 2,007 | 100% | 1 | 100% | 6,903 | 100% |
| Accident insurance | 4,895 | 100% | 2,007 | 100% | 1 | 100% | 6,903 | 100% |
| Maternity benefits | NA | NA | 2,007 | 100% | - | 100% | 2,007 | 29.07%*** |
| Paternity benefits | 4,895 | 100% | NA | NA | - | 100% | 4,895 | 70.91%*** |
| Day care facilities* | 4,746 | 96.96% | 1,979 | 98.60% | 1 | 100% | 6,726 | 97.44% |

*The above daycare coverage is less than 100% as some employees are based out of offices with less than 50 employees or are not eligible since they are located in Dubai or Abu Dhabi.

**One of our 'permanent employee' who falls under the 'Others' category of gender is included in the total headcount above. This employee is covered by our gender-neutral paid parental leave policy.

***All our employees are covered by our gender-neutral paid parental leave policy, the total % of maternity and paternity benefits only denotes the gender split of the employee base.



Ensuring wellbeing for all (continued)

Contract workers

Our wellbeing initiatives for contract workers include:

- Health and accident insurance: Health insurance coverage is provided through a combination of Employee' State Insurance (ESI) and additional medical insurance.
- We provide maternity benefits to all our female contract workers.
- We have implemented several safety training programs such as first-aid, PPE (Personal Protective Equipment), chemical and electrical safety, etc. for our contract workers. In FY25, these trainings were conducted regularly to address health and safety risks.
- We have established a Safety Reporting System (SRS) for workers to report work-related hazards
- We have an established system to monitor working hours of 'other than permanent workers' also called 'contractual workers' which ensures that they are not subjected to excessive working hours and are fairly compensated for overtime work.

| Benefits (FY25) | Male | | Female | | Total | |
|--------------------|--------|------|--------|--------|--------|----------|
| | Number | % | Number | % | Number | % |
| Health insurance* | 300 | 100% | 75 | 96.15% | 375 | 99.21% |
| Accident insurance | 300 | 100% | 73 | 93.59% | 373 | 98.68% |
| Maternity benefits | 0 | 0% | 78 | 100% | 78 | 20.63%** |

*The number for 'Health Insurance' has been considered by combining ESI and Medical Insurance as every worker is covered under either of these schemes. The % of other than permanent workers covered is based on the confirmations received from third party vendors.

**All our other than permanent female workers are covered by maternity benefits, the total % of maternity benefits only denotes the gender split of workers.



Ensuring wellbeing for all (continued)

Delivery partners

The health, safety and wellbeing of our delivery partners remains a material topic for our internal and external stakeholders as lack of adequate health and safety measures may lead to injuries or casualties, business disruptions and reputational damage, etc. In FY25, we continued to strengthen our initiatives through structured programs, partnerships and support services to minimize our risks.

- 1. Road safety** is a critical concern and we have implemented a comprehensive set of activities aimed at reducing accident rates within our delivery operations.
 - Delivery partners undergo mandatory road safety awareness campaigns during onboarding, ensuring they are well-equipped to navigate safely.
 - High-risk zones are identified and delivery partners are rerouted to safer routes, minimizing their exposure to potential hazards.
 - To alleviate pressure, delivery partners are not informed of the expected time of arrival communicated to customers, allowing them to focus on riding safer, not faster.
 - A dedicated online emergency support system is available 24/7 for providing aid to delivery partners.
 - We expanded our Automated Weather Station (AWS) network to 850 devices across 70 cities to alert delivery partners about adverse conditions and guide safe navigation.
 - We continued to equip delivery partners with weather-appropriate gear to enhance on-road safety during extreme heat, cold or rain.

- 2. Emergency ambulance response:** We have expanded free ambulance services to 800+ cities this year to provide ambulance services to delivery partners in case of an emergency.
- 3. First-responder training program:** We equipped over 52,000 delivery partners with CPR and first-aid skills through certified training sessions under our Emergency Heroes Program. These interventions empower partners to respond to emergencies involving themselves or others.
- 4. Livelihood program for persons with disabilities:** Under our livelihood initiative for persons with disabilities, over 3,000 PwDs worked as delivery partners in FY25 using modified motorized wheelchairs. We waive onboarding fees, sensitize fleet coaches and assign dedicated project managers for continuous support. The initiative received the National Award for Empowerment of Persons with Disabilities from the Hon'ble President of India in December 2024.
- 5. Women delivery partner empowerment:** To facilitate two-wheeler riding training for women and promote basic digital literacy and confidence building, the Women Riding Centers initiative was started in FY25. Through this initiative, we aim to empower women by enhancing their mobility, enabling them to travel to meet their personal needs and unlock livelihood opportunities.
- 6. Financial wellness initiatives:** In partnership with Haqdarshak, 1,341 delivery partners accessed social security schemes worth ₹36 crore. We facilitated income tax return filing for over 95,000 delivery partners

through ClearTax. Through our partnership with NSE, 13,000 delivery partners received financial literacy training. We also introduced a Fixed Deposit booking feature via the delivery partner app to promote secure savings.

- 7. The Shelter Project:** As of March 2025, we scaled this initiative to 2,719 rest points across India. These serve as safe spaces for delivery partners to rest during work hours and seek protection during extreme weather conditions. Facilities now include ventilation, water access and mobile charging.

8. Insurance and emergency protection:

- All delivery partners are covered by medical and accidental insurance (including death and disability benefits), with premiums borne by Zomato. Maternity costs are now also covered for eligible women delivery partners. An in-app SOS system is available 24x7 for emergencies, such as vehicle breakdowns and accidents.
- Processed insurance payouts worth INR 70+ crore in FY25 (INR 164 crore cumulatively till date) with 55% payouts allocated towards non-accidental medical purposes.



Commitment to human rights

Eternal is dedicated to upholding and reinforcing human rights through our Human Rights Policy. 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 and encourage suppliers to adhere to the same. Additionally, we urge our employees, vendors, partners and community members to voice any concerns or report harassment in the workplace without fear of retaliation.

In FY25, our human rights due diligence exercise was conducted by an independent third party and no significant risks were identified. Due-diligence for Eternal Limited (formerly known as Zomato Limited) covered all our permanent employees, other than permanent employees and third party workers (including migrant workers) of all genders, across all locations. As an organization, we are committed to promoting and respecting human rights of all employees and workers. We proactively conduct regular awareness sessions in our organization pertaining to various human rights aspects in order to sensitize our workforce.

| Human rights assessment | % of plants and offices that were assessed |
|-----------------------------|---|
| Child labor | 100% of plants and offices were assessed |
| Forced/involuntary labor | We engaged an independent external organisation to conduct a Human Rights Assessment for Eternal Limited (formerly known as Zomato Limited) on a standalone basis. The assessment included the below: <ul style="list-style-type: none">• Comprehensive review of human rights systems, operating policies and procedures for the entire organization.• Focused discussion with HR, Office and Facilities and Governance, Risk and Compliance teams representatives to understand existing human rights systems and practices.• Roll out of an online human rights assessment survey covering permanent and other than permanent employees from all locations.• Focus group discussions in Gurugram and Bengaluru offices with other than permanent workers on a sample basis. |
| Sexual harassment | |
| Discrimination at workplace | |
| Wages | |
| Others – please specify | |

Human rights due-diligence

Our due-diligence assessment covered employees and workers (third party workers) across locations.

Following aspects were covered in the due-diligence conducted:

- **Working conditions :** Working hours, work-related stress, degree of safety and comfort
- **Labor rights:** Employment contracts, freedom of association and collective bargaining, employee benefits, child labor, human trafficking - forced or bonded labor
- **Rights to privacy:** Personal and professional data and information
- **Health, safety and wellbeing:** Training and awareness sessions, safety drills, insurances, assistance programmes and policies
- **Fair and equal remuneration:** Compensation practices
- **Freedom of speech:** Feedback mechanisms
- **Workplace discrimination and harassment:** Discrimination (age, gender, ethnicity, sexual preference, color, disability, etc.), mental and sexual harassment
- **Learning and development:** Skill development programmes for career progression and professional growth
- **Diversity and inclusion:** Equal opportunity, diversity and inclusion

In addition to an annual human rights due diligence exercise, we also periodically review our policies and procedures to ensure our risk mapping of potential issues (if any) are updated and mitigated accordingly.

Commitment to human rights (continued)

Internal mechanisms in place to redress grievances related to human rights issues

The following are the internal mechanisms in place at Eternal to redress grievances related to human rights issues:

- We have a dedicated Internal Complaints Committee to address and investigate any human rights complaints.
- Instances related to human rights can be reported on email ID - speakup@eternal.com.
- All complaints are kept confidential and investigated promptly.
- In addition, we have a grievance mechanism in place for our value chain partners to report instances related to human rights.
- We engage with representatives/supervisors on a day-to-day basis to ensure employees and workers’ concerns including working conditions are addressed effectively.

These internal mechanisms are detailed in our Human Rights Policy. ([Link to the policy](#))



Complaints related to human rights

Our commitment to prevent discrimination and harassment at workplace is demonstrated in our documented policies on Prevention of Sexual Harassment (POSH), Human Rights and Equal Opportunity, Diversity and Inclusion. We have strong anti-retaliation measures built into our policies. We are committed to protecting the complainant and ensuring no retaliation of any kind against anyone reporting good faith concerns. Anyone targeting such a person will be subjected to strict disciplinary actions. This protection is extended not only to the complainant but also to anyone who assists with or cooperates as part of an investigation. Moreover, our policies encompass strong retaliation measures against non-sexual harassment and discrimination.

| | FY24 | | FY25 | |
|-----------------------------------|-----------------------|---------------------------------------|-----------------------|---------------------------------------|
| | Filed during the year | Pending resolution at the end of year | Filed during the year | Pending resolution at the end of year |
| Sexual harassment | 3 | 0 | 19* | 2** |
| Discrimination at workplace | 0 | 0 | 0 | 0 |
| Child labor | 0 | 0 | 0 | 0 |
| Forced labor/Involuntary labor | 0 | 0 | 0 | 0 |
| Wages | 0 | 0 | 0 | 0 |
| Other human rights-related issues | 1 | 0 | 0 | 0 |

*The increase in sexual harassment complaints in FY25 is attributed to improved awareness on POSH and its redressal process. With more people joining the organization and greater awareness around sexual harassment and its redressal process, employees and workers are now better equipped to voice concerns through speakup@eternal.com.

**The reported cases under pending resolution pertain to those filed in the last week of March 2025, both cases were resolved within the stipulated timeline.

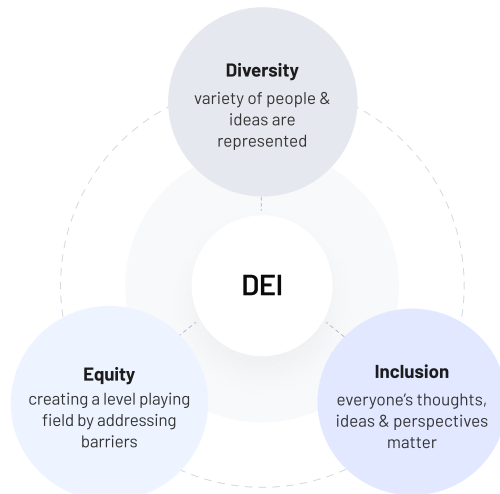
Diversity, equity and inclusion

Employees

Embracing diversity and inclusion is central to our culture. Our Equal Opportunity, Diversity and Inclusion Policy ensures fair treatment for all employees, with initiatives such as gender-neutral parental leave, period leave and inclusive healthcare coverage. By endorsing the UN Women's Empowerment Principles and the UN LGBTIQ+ Standards of Conduct, we reaffirm our commitment to creating a respectful and supportive workplace.

Employee Resource Groups at Eternal: Advancing inclusion and employee development

As part of Eternal's ongoing commitment to human capital development and inclusive workplace practices, we have institutionalized Employee Resource Groups (ERGs) to support diverse employee communities. These ERGs serve as platforms for professional development, peer learning and belonging for all our employees including other than permanent employees. In 2025, the ERGs hosted 25 events throughout the year and also expanded their membership across cities. These initiatives have strengthened our inclusive culture, improved retention and nurtured leadership across our diverse employee communities.



Key ERGs

Focus areas

Out and About (LGBTQIA+ employees and allies)

Women at Eternal (gender equity and advancement)

Parents at Eternal (working parents)

Veterans at Eternal (former armed forces personnel)

- Safe spaces for identity-based dialogue and peer connection
- Mentorship and career development opportunities
- Networking and knowledge-sharing sessions
- Inclusion-focused education and advocacy across the organization



Diversity, equity and inclusion (continued)

Leadership development at Eternal: Building inclusive and adaptive leadership capabilities

As part of our commitment to strengthening human capital and embedding inclusion into leadership practices, Eternal launched a structured Leadership Development Program called 'Inclusive Leadership' targeting mid-level leaders across multiple locations.

Program Overview:

- Participants: 75 leaders across key cities
- Average participant rating: 4.7 / 5
- Delivery format: Blended learning – workshops, facilitated sessions and applied learning

Key learning modules

Description

| | |
|--------------------------------|---|
| Bias busters | Recognizing and mitigating unconscious bias in decision-making |
| Inclusive leadership | Building psychological safety and equitable team practices |
| Navigating tough conversations | Managing conflict, feedback and sensitive topics with empathy and effectiveness |

Delivery partners

Our commitment to diversity and equity extends beyond employees to partners across our value chain. In FY25:

- In FY25, we enabled income opportunities for 3,000+ persons with disabilities as delivery partners, up from 400 last year
- Our active base of women delivery partners grew to 2500+ delivery partners who collectively delivered 3,300,000+ orders
- To facilitate two-wheeler riding training for women and promote basic digital literacy and confidence building, the Women Riding Centers initiative was started in FY25. Through this initiative, we aim to empower women by enhancing their mobility, enabling them to travel to meet their personal needs and unlock livelihood opportunities
- Continued our maternity benefit plan and additional support such as period leaves for active women delivery partners, safety and hygiene kits during onboarding and the option to undertake short-distance deliveries only
- Extended insurance coverage for eligible partners, including maternity benefits
- Women partners are also given the choice of wearing a kurta instead of a t-shirt during deliveries



Governance

Governance stands at the core of our dedication to ethical practices and sustainable growth. Our governance framework is crafted to ensure transparency, accountability, ethical conduct and compliance with laws. By embracing these principles, we guide our actions with strong integrity and foresight, fostering stakeholder trust and driving long-term progress.

This section will cover:

- Governance structure
- Risk management
- Advocacy and partnerships
- Materiality analysis
- Ethics and compliance policies
- Responsible sourcing at Eternal
- Media coverage



Below is the list of our Board of Directors:

- Sanjeev Bikhchandani : Non-Executive Director
- Sutapa Banerjee: Independent Director
- Deepinder Goyal: Founder, Managing Director & Chief Executive Officer
- Namita Gupta: Independent Director
- Aparna Popat Ved: Independent Director
- Kaushik Dutta: Chairman & Independent Director

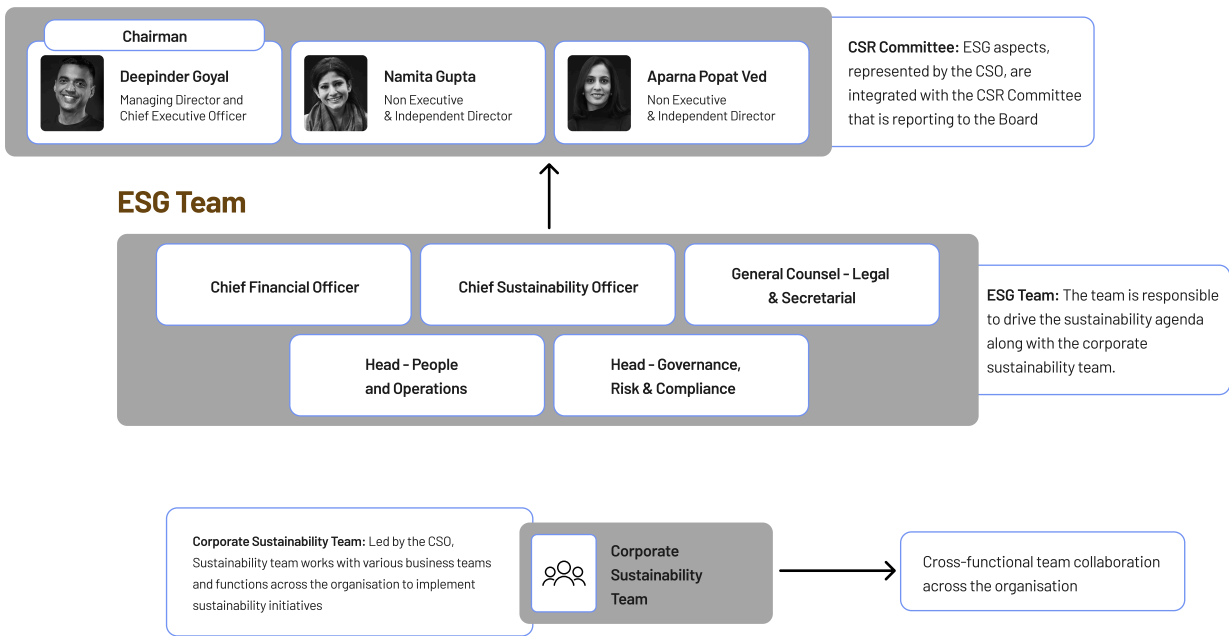
Governance structure

The **CSR committee** which is a sub-committee of Eternal's Board of Directors has oversight of ESG matters including sustainability and climate. The committee meets at least once a year to review and guide Eternal's ESG strategy and monitor plan of action and progress made towards its 2030 ESG targets which include targets related to climate. At the management level, the Chief Executive Officer (CEO) holds the highest responsibility and oversight on matters related to ESG including climate, supported by the ESG team.

The ESG team, which is a management level committee includes, Chief Financial Officer, Chief Sustainability Officer, Head - Governance Risk & Compliance, Head - People Operations and General Counsel - Legal & Secretarial. The ESG team reports achievements and progress to the CSR committee comprising members of the Eternal Board of Directors.

Sustainability governance

CSR Committee



Note: Gunjan Tilak Raj Soni has stepped down from the Board in FY25 (October 11, 2024) due to personal commitments.

Ethics and compliance Policies

At Eternal, we are committed to upholding the highest standards of corporate governance. Our governance framework is designed to ensure transparency, accountability and ethical conduct across all levels of our operations.

We have implemented a comprehensive set of policies that guide our decision-making processes, ensuring that we consistently act in the best interests of our stakeholders.

- [Anti Bribery and Anti Corruption Policy](#)
- [Business Partner / Supplier Code of Conduct](#)
- [Code of Conduct for Employees](#)
- [Code of Conduct for BoDs and SMPs](#)
- [Corporate Social Responsibility Policy](#)
- [RPT \(Related Party Transactions\) Policy](#)
- [Environment Policy](#)
- [Equal Opportunity, Diversity and Inclusion Policy](#)
- [Health & Safety Policy](#)
- [Human Rights Policy](#)
- [Information Security Policy](#)
- [Nomination and Remuneration Policy](#)
- [Prevention of Sexual Harassment Policy](#)
- [Privacy Policy](#)
- [Stakeholder & Grievance Management Policy](#)
- [Vigil Mechanism and Whistleblower Policy](#)
- [Responsible Sourcing Policy](#)

Risk management

Risk management is an integral part of our company’s strategy and a key pillar in achieving our long-term goals. The Board has constituted a Risk Management Committee (“RMC”) to design, implement and monitor the company’s risk management strategies. We review our company’s risk exposure and present the findings to the Risk Management Committee bi-annually. We periodically conduct internal audits to assess our risk management processes, with findings reported to the Audit Committee along with improvement areas. We have strategies in place to promote an effective risk culture and as a practice we also incorporate risk criteria while developing our product/services. All new joiners undergo Code of Conduct training during induction to mitigate risk. In May 2025, we also launched online Code of Conduct training through our learning platform covering risk management topics; anti-bribery, anti-corruption, conflict of interest, and human rights supported by an annual employee sign-off. For more details on the entity’s material topics, please refer to Page 82-88 of FY25 annual report.

New and emerging risks

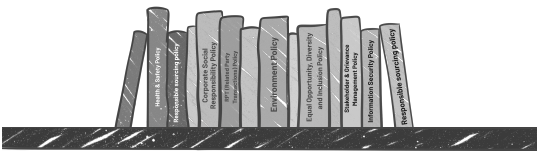
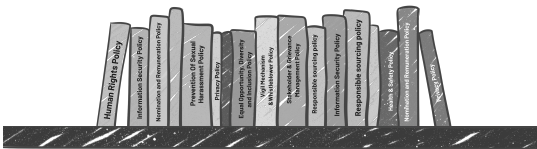
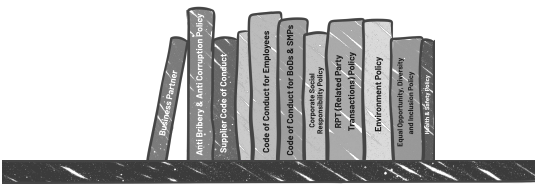
Black Swan

Unforeseen catastrophic events such as geopolitical tensions, terrorist attacks, or trade conflicts pose significant operational and financial risks.

These black swan events can destabilize markets, disrupt supply chains, alter consumer behavior, expose vulnerabilities in business continuity and may impact resilience, long-term performance of the organization. Eternal is in the process of strengthening its existing Business Continuity (BCP) framework to reduce the impact and ensure timely recovery from such black swan events. Further, Eternal has diversified its business offerings to meet evolving customer needs including essentials and continue to develop new products and services, adjust strategies with changing consumer preferences.

Artificial Intelligence

Unethical use or inherent bias in AI algorithms, combined with the absence of a structured AI governance framework, may lead to operational failures and data privacy breaches resulting in loss of stakeholder trust, regulatory non-compliance, and reputational damage. Eternal is developing a structured AI framework to ensure ethical, transparent, and efficient integration into business operations, with rigorous testing prior to deployment, defining clear roles, responsibilities, and authorization levels for AI usage. Additionally, a comprehensive governance mechanism is being implemented to ensure continuous monitoring, timely detection and correction.



Advocacy and partnerships

We have made no charitable and political contributions in the reporting period. Our engagement has been limited to membership and sponsorship fees through relevant industry associations as part of our participation in sector-wide initiatives and policy dialogues.

Details of policy advocacy through industry association

| Trade association | Membership/sponsorship fees (INR lacs) |
|--|--|
| National Association of Software and Service Companies (NASSCOM) | 12.20 |
| Internet and Mobile Association of India (IAMAI) | 7.56 |
| PHD Chamber of Commerce and Industry (PHDCCI) | 5.40 |
| Technology Services Industry Association (IndiaTech) | 5.40 |
| Confederation of Indian Industry (CII) | 6.30 |
| Federation of Indian Chambers of Commerce and Industry (FICCI) | 1.62 |



Materiality analysis

Sustainability is integral to our business strategy and long-term value creation. To identify and prioritize the key environmental, social and governance (ESG) issues that matter most, we conducted a comprehensive materiality assessment in FY22, which was approved by the board. The results of the materiality assessment are reviewed annually to ensure that our sustainability strategy is focused on the areas that have the impact on our business, our stakeholders and the broader community.

A structured materiality assessment was conducted, utilizing both primary and secondary research methods.

This assessment process included the following key steps:

Identification of material topics

A comprehensive review was undertaken to identify a set of material topics relevant for Eternal. This included review of current and emerging industry trends, business risks and opportunities and practices of peer companies in Indian and global markets. Additionally, investor sentiment was assessed to identify sector-specific material issues through review of topics prioritised by leading rating agencies such as DJSI, MSCI, Sustainalytics and SASB.

This resulted in identification of a set of 25 material topics for Eternal, categorized into five broad focus areas.

Process for stakeholder engagement

- **Identification and mapping:** Internal and external stakeholders were carefully mapped to identify the most relevant stakeholders (including vulnerable groups) that influence or are impacted by Eternal's business.
- **Designing engagement tools:** Questionnaires and surveys were designed to seek feedback from the shortlisted stakeholders. This included structured open-ended questionnaires, in addition to rating scale-based surveys to best capture the opinion of the stakeholders.
- **Data collection:** Online surveys and interviews were conducted to seek their feedback for prioritizing the material topics. Secondary research was undertaken to identify the existing and emerging topics of significance to investors and those prioritized by rating agencies.
- **Data analysis:** Results of the survey were analyzed and aggregated to draw inferences on the current level of satisfaction for each stakeholder group along with areas of concern and material topics of priority for the stakeholders.

Stakeholder engagement

Key internal and external stakeholders of Eternal were engaged, in order to seek their feedback for prioritizing the identified material topics through one-to-one interviews and online surveys.

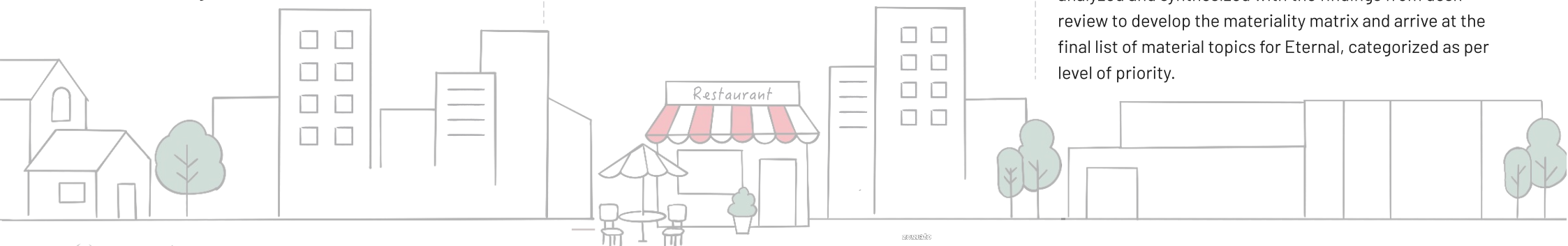
Internal stakeholders

Consultations were held with Eternal's senior management to capture their vision on business goals, identify emerging risks and opportunities and understand how sustainability issues are prioritized across departments. These insights were integrated into the materiality assessment. Senior leaders from various key functions, along with a cross-functional team of employees, contributed to this process.

External stakeholders

Consultations with key external stakeholders such as customers, investors, suppliers, restaurant partners and delivery partners were conducted to identify their concerns and expectations, assess their satisfaction with Eternal's engagement and gather their input on material issues for the materiality assessment.

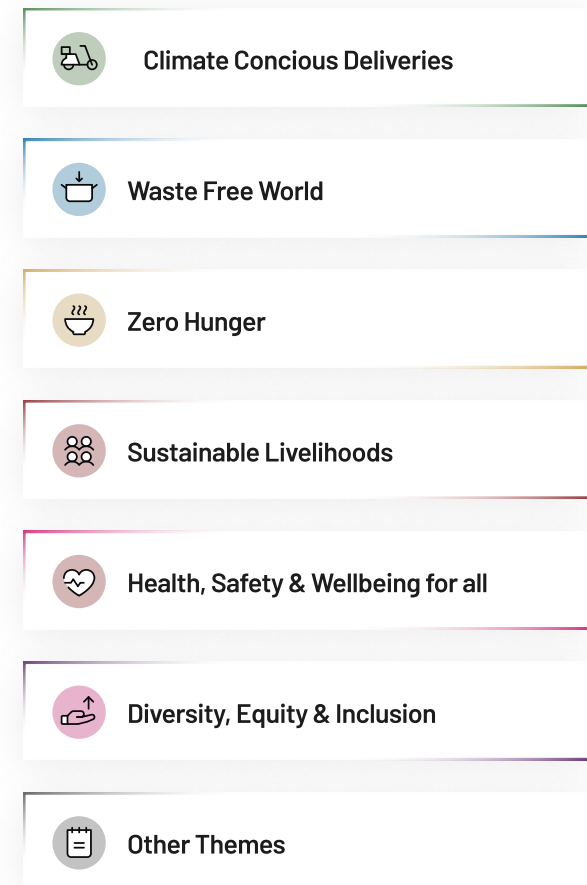
Insights gathered through stakeholder engagement were analyzed and synthesized with the findings from desk review to develop the materiality matrix and arrive at the final list of material topics for Eternal, categorized as per level of priority.



Our materiality matrix



Our core sustainability themes



The shortlisted material topics were analyzed based on their significance to the organization and significance to key stakeholders of Eternal. The above materiality matrix depicts the material issues as per their relative significance and suggests critical areas for Eternal to focus upon.

Eternal has incorporated the findings from its materiality assessment into its Enterprise Risk Management (ERM) framework, establishing a comprehensive approach to managing both ESG and financial risks. This enhances the company's ability to address ESG risk more effectively while ensuring they are considered alongside key factors such as financial implications, reputational risk and potential business disruptions in the decision-making process.

Ethics and compliance policies

Anti-corruption and anti-bribery

We have an Anti-Corruption and Anti-Bribery Policy that demonstrates our stance on bribery and corruption practices and its consequences in case of non-compliance. Our policy covers the activities which are in the ambit of bribery or corruption and extends its applicability to employees, directors, stakeholders and third-parties.

The policy covers mechanisms to report and resolve concerns related to bribery or corruption through reporting at informant@eternal.com. We conduct periodic bribery and corruption risk assessments to proactively identify and mitigate potential risks across our operations. In addition, training on anti-corruption and anti-bribery is mandatory for all employees at the time of induction.

The Anti-Corruption and Anti-Bribery Policy is available on our website: [Link to the policy](#)

There were zero complaints on disciplinary action taken by any law enforcement agency for the charges of bribery/corruption and money laundering against Directors/KMPs/Employees/Workers in FY24 and FY25.

Conflict of interest

Eternal is committed to promoting a positive and healthy work environment and maintaining the highest levels of ethics and integrity. Avoiding conflicts of interest and at the same time respecting rights and choices of its

employees is an important part of maintaining the integrity and sustainability of our business. Breach of this policy can lead to disciplinary and other actions.

The 'Conflict of Interest' policy has been adopted by the Board of Directors of Eternal Limited and is applicable to all employees. It explains the relevant principles and rules for preventing or managing conflicts of interest and how such principles and rules are to be implemented.

We have a policy on 'Code of Conduct for the Board of Directors and Senior Management Personnel'. Our policy covers the activities which are in the ambit of processes in place to avoid/manage conflict of interests involving members of the Board. In FY25, we had no complaints related to issues of Conflict of Interest of Directors and KMPs.

All the members of the Board are required to confirm on an annual basis whether they are complying to this code including declaration on Conflict of Interest. Additionally, we ensure that all necessary approvals, as mandated by the statute and the company's policies, are secured before engaging in transactions with any companies in which any Board member may have a conflict.

Information security

The company has formulated an information security framework to protect Eternal's information from unauthorized access and external threats and has put in place a dedicated security team to monitor the same.

We have implemented a robust set of privacy-by-design policies and procedures to keep all employees informed

about potential threats and the importance of information security and cybersecurity along with our commitment to securing the personal data of all our stakeholders. The Risk Management Committee (RMC) is responsible for implementing and monitoring the cybersecurity strategy.

- Our Information Security Policy establishes a framework to protect against data security threats, ensure the integrity and availability of data and promote the authorized and secure use of information. It also focuses on enabling efficient recovery from system disruptions and safeguarding IT assets, including information, software and hardware.
- Our Privacy Policy outlines guidelines for handling personal information and underscores our commitment to using data solely for its intended purpose and obtaining it through lawful and transparent means, with explicit consent where required. It is embedded in group-wide risk/compliance management and applies to the entire operations, including suppliers. We ensure compliance with our privacy policy through internal and third-party audits, supported by a zero-tolerance policy for violations. The Data Protection Officer investigates user feedback and reports to continuously improve processes and controls and mitigate likelihood of any potential breaches.

From FY22 to FY25, we reported zero instances of data breaches.

Ethics and compliance policies (continued)

Cybersecurity and data privacy

Eternal's cybersecurity and data privacy governance structure involves key leaders from Technology, Security and Governance & Risk teams. This structure is integrated into the Information Management System, aligning information security with the overall business objectives. It ensures the implementation of appropriate frameworks and tools, monitors potential risks, and provides guidance to the executive team on information security risk management. Our Site Reliability and Security Lead plays a vital role in overseeing cybersecurity efforts at Eternal with overall executive-level responsibility held by the Chief Executive Officer. Additionally, the Governance, Risk and Compliance team maintains communication with the Risk Management Committee regarding any cybersecurity-related concerns. Since FY24, our focus has been on preparing our systems for compliance with the Digital Protection and Data Privacy Act 2023. We have also appointed a Data Protection Officer (DPO) who serves as the primary point of contact for data privacy matters within the organization, monitors compliance with data protection laws and regulations, while conducting data privacy awareness campaigns.



Consumer complaints filed by our customers*

We operate as a B2C technology platform that enables customers to seamlessly discover local restaurants, place food orders, and receive timely deliveries. We have a mechanism in place to address consumer grievances. As part of our ongoing commitment to enhancing user experience, we regularly monitor customer satisfaction for continuous improvement of our platform and services. 93.5%** of our customers rated their app experience with four or five stars, reflecting a strong level of satisfaction.

| | FY23 | | FY24 | | FY25 | |
|-----------------------------|--------------------------|---------------------------------------|--------------------------|---------------------------------------|--------------------------|---------------------------------------|
| | Received during the year | Pending resolution at the end of year | Received during the year | Pending resolution at the end of year | Received during the year | Pending resolution at the end of year |
| Data privacy | 0 | 0 | 0 | 0 | 0 | 0 |
| Advertising | 0 | 1 | 0 | 1 | 0 | 1 |
| Cyber-security | 0 | 0 | 0 | 0 | 0 | 0 |
| Restrictive trade practices | 0 | 0 | 0 | 0 | 0 | 0 |
| Unfair trade practices | 34 | 45 | 36 | 65 | 49 | 110 |
| Other | 21 | 29 | 11 | 25 | 51 | 66 |

*Consumer complaints data for FY23, FY24 and FY25 includes complaints filed before various courts by our customers, i.e., end-users of our platform and restaurant partners. We are committed to upholding the highest standards of integrity in all our marketing communications, ensuring we provide accurate information about our services. We refrain from making exaggerated or misleading claims about the social and environmental impacts of our work. Additionally, we remain mindful of and take active measures to protect vulnerable groups in the process.

**Aggregate of app rating on Appstore and Playstore between January to June, 2025

Ethics and compliance policies (continued)

Cybersecurity and data privacy

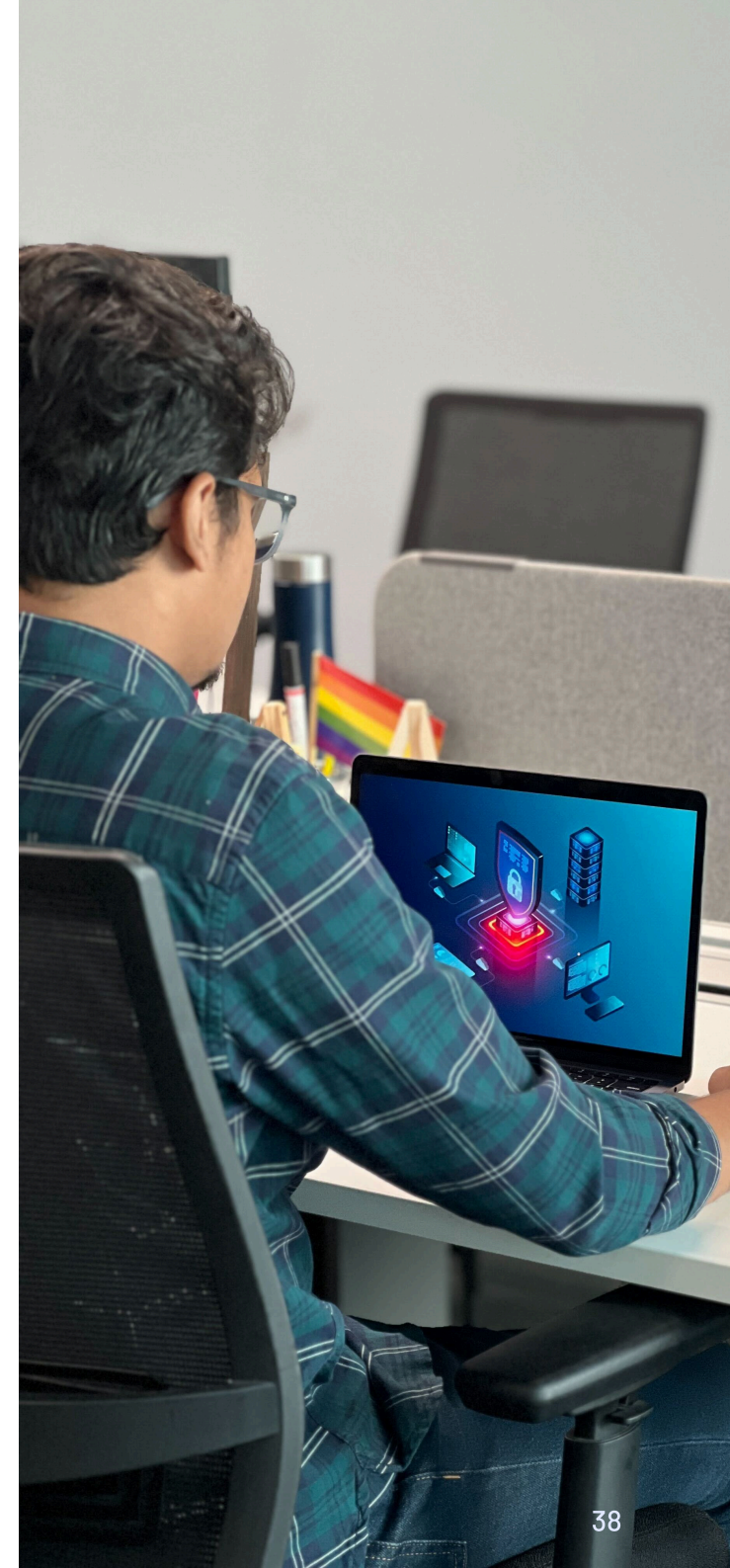
To continuously enhance cybersecurity measures, we conduct regular testing and maintenance of our platform to stay ahead of evolving threats. We have strengthened our technological infrastructure by incorporating advanced cybersecurity tools and adhering to global best practices for system security. Our comprehensive information security framework helps safeguard Eternal's data from unauthorized access and external risks. Additionally, our dedicated security team continuously monitors and protects our information assets to maintain Confidentiality, Integrity and Availability (CIA). Our information security framework encompasses the following:

- **ISO 27001 certified:** We secured ISO 27001 certification for 100% of our operations in FY23.
- **Cybersecurity training:** We have strengthened our internal employee training systems to support our compliance programs. Training on cybersecurity is conducted for all newly hired employees during induction. For existing employees, training on cybersecurity is done on a yearly basis.
- **Security assessments:** Eternal prioritizes continuous improvement in the security posture of the company by implementing a thorough review mechanism. This includes internal audits and independent third party audits of our IT infrastructure, Vulnerability Assessment (VA) and Penetration Testing (PT) evaluations including simulated hacker attacks and

third-party reviews. These initiatives help us stay vigilant and proactive in safeguarding our systems and data against evolving cyber threats.

- **Crowdsourced security:** In addition to regular internal testing and maintenance of our platform to protect against threats, we also leverage a crowdsourced security model for continuous security assessments. Our bug bounty program on HackerOne allows us to engage with penetration testers and cybersecurity researchers globally to perform ongoing security assessments of our platforms and infrastructure.

Note: Please refer to Annexure 7 for ISO 27001 certificate details.



Ethics and compliance policies (continued)

Safeguarding customer information

We use the information we collect from and about our customers for a variety of purposes, including to:

- Process and respond to queries
- Understand our users (what they do on our services, what features they like, how they use them, etc.), improve the content and features of our services (such as by personalizing content to their interests), process and complete your transactions and make special offers
- Administer our services and diagnose technical problems
- Send communications that they have requested or that may be of interest to them
- Enable us to show ads that are relevant to them
- Generate and review reports and data about, and to conduct research on, our user base and service usage patterns
- Provide them with customer support

We have implemented appropriate physical, electronic and managerial procedures to safeguard and help prevent unauthorized access to your information and to maintain data security. These safeguards take into account the sensitivity of the information that we collect, process and store and the current state of technology. We follow generally accepted industry standards to protect the personal information

submitted to us, both during transmission and once we receive it. The third party service providers with respect to payment gateway and payment processing are all validated as compliant with the payment card industry standard generally referred to as Payment Card Industry (PCI)-compliant service providers.

Data sharing practices

Eternal may disclose personal information that we collect or customers provide, as described in the privacy policy, in the following ways:

- To subsidiaries and affiliates, which are entities under common ownership or control of ultimate parent company Eternal Limited.
- To contractors, advertisers/service providers who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of Eternal's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by Eternal about the users of services are among the assets transferred.

- To third-parties, to market their products or services to customers if they have consented to receive the promotional updates. We contractually require these third-parties to keep personal information confidential and use it only for the purposes for which we disclose it to them.

Please refer to Eternal's Privacy Policy ([link](#)) for more details.



Responsible sourcing at Eternal

Sustainable supply chain program

Eternal is committed to integrating sustainability across operations, with a strong focus on the supply chain. We recognize that our ESG progress depends on the collaboration and performance of our suppliers.

In FY25, we launched the 'Sustainable Supply Chain' program built on four pillars: Supplier assessment, Capacity building, Preferential suppliers and Rewards and recognition. We also introduced a Responsible sourcing policy aligned with ESG principles, BRSR guidelines and global standards, covering areas like fair practices, labor rights, health and safety, environment and compliance.

Pillar 1: Supplier assessment



Assess suppliers' ESG performance and risks, enabling effective risk management and identifying opportunities for sustainable value creation. In FY25, we:

- Initiated a Supplier assessment questionnaire across the supplier base
- Conducted an assessment for 22 key upstream suppliers (21.43% by total spend on suppliers) and 4 key downstream customers (4.5% by total revenue from restaurant partners). Assessment based on voluntary disclosures, public data, and certifications like SA 8000, ISO 14001, ISO 45001, etc.
- Aligned with BRSR KPIs covering human rights, health & safety, energy, water, waste, GHG and air emissions

Pillar 2: Capacity building and engagement



Upskill suppliers with ESG reporting and performance expectations and creating forums for knowledge sharing.

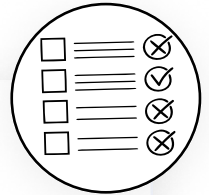
- Launched communication channel: esg-suppliers@eternal.com for engagement and queries
- Hosted a Sustainable Supply Chain workshop with 100+ suppliers covering ESG and BRSR
- All delivery partners (part of our downstream supplier) are required to complete a road safety and health module during onboarding

Responsible sourcing at Eternal (continued)

Pillar 3: Preferential suppliers

Establish a standardized ESG screening and evaluation framework to identify responsible suppliers and integrate performance-based incentives that promote sustainable and ethical procurement.

- Introduced Responsible sourcing policy to guide ethical and sustainable procurement
- Analyzed upstream supplier questionnaire responses aligned with BRSR KPIs. Insights from this will inform development of a preferential supplier framework in future
- Onboarded Padcare, a menstrual waste management firm, for its sustainability alignment. Please refer to page number 10 for more details.



Pillar 4: Rewards and recognition

Establish credibility and engagement through a well-structured, transparent recognition program.

- Initial steps are underway to shape a partner recognition approach aligned with our sustainability values and sourcing practices.



Media coverage

33 trailblazers honoured with National Awards for empowering PwDs

33 trailblazers honoured with national awards for empowering PwDs

NEW DELHI: (Dec 3) From promoting inclusive growth to transforming urban environments, 33 individuals, institutions, and organizations were conferred with the National Awards for Empowerment of Persons with Disabilities on Tuesday, highlighting those who have made significant contribution towards inclusivity and breaking barriers.

The awards, presented by President Droupadi Murmu on the International Day of Persons with Disabilities, December 3, acknowledged exceptional contributions across fields like education, sports, arts, and social entrepreneurship.

Iytha Mallikarjuna was recognized as the Sarvshreshth Divyangjan for his works in creating opportunities for persons with disabilities (PwDs).

Source: Press Trust Of India

Zomato to facilitate two-wheeler riding training for women in Mumbai

Zomato to facilitate two-wheeler riding training for women in Mumbai

Zomato said it will be collaborating with national and local organizations in facilitating training for women who can benefit from lessons on riding two-wheeler Electric Vehicles (EVs) arranged by the company



Source: Storyboard18

Food delivery economy crucial as it generates large-scale employment

Food delivery economy crucial as it generates large-scale employment: Gadkari

NEW DELHI: (Dec 17) Union Minister Nitin Gadkari on Tuesday said the food delivery economy is very important for India as it generates large-scale employment.

Addressing Zomato's 'Sustainability and Inclusivity: Role of the Platform Economy' conference, the Road Transport and Highways minister said that at present India has 77 lakh delivery workers and this number is likely to touch 2.5 crore by 2030.

"Giving employment to 2.5 crore youths of this country is really a big thing for the country...The most important priority for all of us is to create jobs," he said.

Sustainability and Inclusivity: Role of the Platform Economy

2nd EDITION • 17th DEC 2024 • NEW DELHI

sponsored by government partner corporate partner

DPIT zomato



Source: Press Trust Of India

Zomato receives National Award for its livelihood project for persons with disabilities from the Ministry of Social Justice and Empowerment, Government of India

Zomato receives National award for its livelihood project for persons with disabilities from the Ministry of Social Justice and Empowerment, Government of India

Zomato receives National award for its livelihood project for persons with disabilities from the Ministry of Social Justice and Empowerment, Government of India

- Deepinder Goyal, Founder & CEO, Zomato, announces building of a new program to support children of delivery partners with disability • Zomato's livelihood project for persons with disabilities is focused on empowering individuals with disabilities as delivery partners | Commits to onboarding 5,000 persons with disabilities into the Zomato team NEW DELHI, Dec. 4, 2024 /PRNewswire/ -- Zomato, India's online food ordering and delivery platform, has received the prestigious National Award for Empowerment of

Source: Mint

Zomato's women delivery partner initiatives win prestigious UN Women Empowerment Principles Award for Community Engagement & Partnerships initiative in Asia-Pacific

Zomato's women delivery partner initiatives win prestigious UN Women Empowerment Principles Award for Community Engagement & Partnerships initiative in Asia-Pacific



Source: Passionate In Marketing

Media coverage (continued)

Zomato launches safety program to detect delivery partner accidents

Zomato launches safety program to detect delivery partner accidents

When a crash is detected, the app will immediately trigger an emergency call to Zomato's central response system, which would then dispatch an ambulance to the delivery partner's location.



Source: Financial Express

Zomato concludes the second edition of Plastic-Free Future Packathon, graced by Shri Sanjiv, Joint Secretary, Startup India DPIIT

Zomato concludes the second edition of Plastic-Free Future Packathon, graced by Shri Sanjiv, Joint Secretary, Startup India DPIIT

NEW DELHI, May 9, 2025 /PRNewswire/ — Zomato, India's food ordering and delivery platform, in collaboration with Startup India, Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, concluded the second edition of the Zomato Plastic-Free Future Packathon, held at Bharat Mandapam in New Delhi. The event brought together key stakeholders such as Shri Sanjiv, Joint Secretary, Startup India, DPIIT, 35+ startups, ~50 restaurant partners and investors to discover and celebrate sustainable packaging solutions by startups, for the delivery and dine-in industry.



The Packathon event recognized winners from the top 10 ready-to-scale and prototype-stage startups that presented their innovations aimed at reducing plastic waste. The winners were chosen from a pool of 128 applicants spanning 21 states, of which 47 startups were either fully or partially led by women entrepreneurs. Beyond the competition, the day offered a platform for 40+ startups to showcase their solutions, highlighting

Source: Business Today

Zomato Unveils First Delivery Partner Wellbeing Survey

Zomato Unveils First Delivery Partner Wellbeing Survey

Thursday, Aug 28, 2025 12:08:39 | Zomato

• Study commissioned by Zomato and conducted by NielsenIQ

• 3,107 Zomato delivery partners across 35 cities interviewed around key aspects of wellbeing — social, financial, physical, mental, and professional

NEW DELHI, Aug. 28, 2025 /PRNewswire/ — Zomato, India's food ordering and delivery platform, has released the results of the first Delivery Partner Wellbeing Survey which evaluates the wellbeing of delivery partners onboarded on the Zomato platform. The survey was commissioned by Zomato and conducted by NielsenIQ (NIQ), who developed a survey tool aligned with Zomato's Delivery Partner Wellbeing Framework, launched in October 2024. It assesses delivery partner awareness and satisfaction with Zomato's existing initiatives and identifies areas for the company to better support delivery partners.

The survey captures insights from 3,107 Zomato delivery partners across 35 cities, covering key aspects of wellbeing — social, financial, physical, mental and professional. The 2025 Delivery Partner Wellbeing Survey recorded an overall Wellbeing Survey score of 78.3 out of 100, based on nine core elements. Based on the average scores, the results were organized into two tiers, as shown below:

Elements with scores above 80%, indicating high satisfaction

1. Order delivery experience: 82% average score
2. Payout and earnings: 81.6% average score

Source: Press Trust Of India

Zomato pilots EV rental bike fleet for delivery partners in Delhi

Zomato pilots EV rental bike fleet for delivery partners in Delhi

Zomato has initiated pilots for its EV rental bike fleet for delivery partners in Delhi, as it targets 100% electrification of its delivery fleet by 2030.

Akshita Toshniwal • 650 Stories

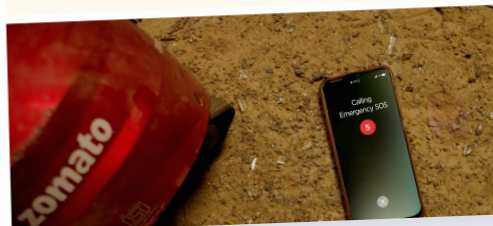


Source: YourStory

Zomato introduced 'Accelerated Safety response' program to enhance delivery partner safety

Next time a Zomato delivery partner meets an accident, help will be immediate: Here's how

Zomato has introduced the 'Accelerated Safety Response' program to enhance delivery partner safety by automatically detecting collisions and triggering emergency calls, allowing for quicker ambulance dispatch.



Source: Mint

Around 71% Zomato & Blinkit Delivery Partners Keen To Switch To EVs

Around 71% Zomato & Blinkit Delivery Partners Keen To Switch To EVs

As of March 2025, Zomato and Blinkit together have over 51,000 EV-based delivery partners who collectively covered more than 150 million clean kilometers in FY25



Source: BW Disrupt

Annexure

Annexure 1

Deloitte Haskins & Sells LLP

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INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN ETERNAL LIMITED'S ESG FACTSHEET

To the Board of Directors
of ETERNAL LIMITED (formerly known as Zomato Limited)

1. We have undertaken to perform limited assurance engagement, for ETERNAL LIMITED (the "Company") vide our engagement letter dated February 06, 2025, in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information") in accordance with the criteria stated in paragraph 3 below. This Sustainability Information is included in the "ESG Factsheet FY 2025" (the "Report") of the Company for the year ended March 31, 2025. This engagement was conducted by our multidisciplinary team including assurance practitioners, environmental engineers and specialists.

2. Identified Sustainability Information

Our scope of limited assurance consists of the Identified Sustainability Information listed in Appendix I to our report. The reporting boundary is as disclosed in "About this factsheet- Reporting boundary section" of the Report with exceptions disclosed by way of note under the respective disclosures of the Report, where applicable.

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is the Greenhouse Gas (the "GHG") Protocol Corporate Accounting and Reporting Standard as amended thereto and its supplement the Corporate Value Chain (Scope 3) Accounting and Reporting Standard both developed by GHG Protocol Initiative and internally defined criteria by the Management of the Company as set out in Appendix I.

4. Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information including the reporting boundary of the Report, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal controls relevant to the preparation of the Report and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

5. Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies.



Regd. Office: One International Center, Tower 3, 31st floor, Senapati Bapat Marg, Elphinstone Road (West), Mumbai-400 013, Maharashtra, India.
Deloitte Haskins & Sells LLP is registered with Limited Liability having LLP Identification No: AAB-8737

Deloitte Haskins & Sells LLP

6. Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India (the "ICAI") and have the required competencies and experience to conduct this assurance engagement.

We apply Standard on Quality Control ("SQC") 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

7. Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information as listed in Appendix I based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and Standard on Assurance Engagements (SAE) 3410 Assurance Engagements on Greenhouse Gas Statements (together the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI.

These Standards require that we plan and perform our engagement to obtain limited assurance about whether the Identified Sustainability Information as listed in Appendix I and included in the Report is free from material misstatement.

As part of limited assurance engagement in accordance with the Standards, we exercise professional judgment and maintain professional skepticism throughout the engagement.

8. Limited Assurance

A limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Information as listed in Appendix I, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal controls, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents and evaluating the appropriateness of quantification methods and reporting policies and agreeing with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Information and related disclosures;



Annexure 1 (continued)

Deloitte Haskins & Sells LLP

- Obtained an understanding of the assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information;
- Made inquiries of Company's management, including the sustainability team, EHS team compliance team, human resources team amongst others and those with the responsibility for preparation of the Report;
- Obtained an understanding and performed an evaluation of the design of the key systems and, processes and controls for recording, processing and reporting on the Identified Sustainability Information at the corporate office and at other locations /offices on a sample basis. This included evaluating the design of those controls relevant to the engagement and determining whether they have been implemented by performing procedures in addition to inquiry of the personnel responsible for the Identified Sustainability Information;
- Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing, and extent of further procedures;
- Reviewed the Company's process for collating the sustainability information through agreeing or reconciling the Identified Sustainability Information with the underlying records on a sample basis.
- Reviewed the key assumptions, emission factors and methodologies used for calculation of GHG emissions;
- Inspected the carbon offsets with the registry of VERA and the International REC standard; and
- Reviewed the working of consolidation for offices on a sample basis under the reporting boundary for ensuring the completeness of data being reported.

The 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 we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the Criteria.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

9. Exclusions

Our assurance scope excludes the following and therefore we do not express conclusion on:

- Aspects of the Report and the data/information including goals and targets (qualitative or quantitative) other than the Identified Sustainability Information; and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.



Deloitte Haskins & Sells LLP

10. Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information as listed in Appendix I and presented in the Report for year ended March 31, 2025, are not prepared, in all material respects, in accordance with the Criteria as stated in paragraph 3 above.

11. Restriction on use

Our Limited Assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our Limited Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

For Deloitte Haskins & Sells LLP
Chartered Accountants
(Firm's Registration No. 117366W / W-100018)

Pratik Shah
Partner
Membership No. 111850

Place: Mumbai
Date: September 20, 2025

UDIN: 25111850BNUMPS585

Annexure 1 (continued)

Deloitte Haskins & Sells LLP

APPENDIX I

Sustainability Information subject to Limited Assurance

| Sr No. | Description | Criteria |
|--------|---|---|
| 1 | Scope 3 category wise emissions (Refer Note 1) | GHG Protocol Corporate Accounting and Reporting Standard as amended thereto and its supplement the Corporate Value Chain (Scope 3) Accounting and Reporting Standard both developed by GHG Protocol Initiative. |
| 2 | Scope 3 emissions intensity for downstream transportation and distribution category (MT of CO2 equivalent per km) | |
| 3 | Avoided GHG emissions | |
| 4 | Carbon offsets | |
| 5 | Mean remuneration by gender of employees | Mean of the Cost to Company (CTC) remuneration of permanent employees bifurcated into male, female & others as at March 31, 2025. |
| 6 | Volume of Plastic recycled for FY 2024-25 | Processing/ recycling certificates purchased from authorized recyclers. |

Note 1: Scope-3 categories

| Sr No. | Categories of Scope-3 GHG emissions |
|--------|---|
| 1 | Purchased goods and services and capital goods |
| 2 | Fuel & energy-related activities (not included in Scope 1 or Scope 2) |
| 3 | Business travel |
| 4 | Employee commuting |
| 5 | Waste generated in operations |
| 6 | Downstream transportation and distribution |



Annexure 2

GHG methodology statement

Eternal Limited uses an 'operational control' approach as prescribed under GHG Protocol Corporate Accounting and Reporting Standard to consolidate its GHG inventory. Out of three leased offices, the emissions boundary as determined by operational control approach includes the two directly leased offices with over 100 employees as of March 31, 2025. Our Scope 1 and Scope 2 emissions are verified with reasonable assurance, while Scope 3 is verified with limited assurance by an independent third party.

Eternal Limited's GHG emissions accounting has been developed in accordance with the '[Greenhouse Gas protocol: Corporate Standard](#)', the GHG Gas Protocol: Scope 2 Guidance and '[Technical Guidance for calculating Scope 3 emissions](#)' standards.

- 1. Scope 1:** Our Scope 1 GHG emissions are limited to those generated by refilling of gas in owned ACs and fire extinguishers, fuel used in owned vehicles and directly leased DG sets. The emissions are calculated by multiplying the quantity of fuel consumed with suitable emission factors referred from the IPCC Guideline for National Greenhouse Gas Inventories of 2006.
- 2. Scope 2:** Emissions from electricity consumption in directly leased offices where we have established operational control are reported in Scope 2 GHG emissions. We use India-specific grid average emission factor (tCO₂e/ MWh) published by Central Electricity Authority, Ministry of Power, Government of India.

3. Scope 3:

- Purchased goods and services and capital goods:** This category includes emissions from the purchase of goods and services. We use a spend-based method where procurement spend is multiplied with the Environmentally Extended Input-Output ('EEIO') emission factor published by the US EPA Supply Chain Greenhouse Gas Emission Factors. Wherever the supplier-specific data is available, we calculate emissions by multiplying procurement spend with supplier's Scope 1 and 2 emissions intensity (tCO₂e/ USD). Supplier information is obtained from publicly disclosed sustainability reports. This category comprises emissions from the offices where operational control is not established.
- Fuel-and-energy-related activities (not included in Scope 1 or 2):** This category includes upstream emissions from the extraction, production and transportation of fuel and upstream emissions from grid electricity consumed in offices where we have established operational control. For fuel consumed in owned vehicles and DG sets, we apply the upstream Well-to-Tank (WTT) emission factor from DEFRA. For grid electricity consumed in offices and its related T&D losses, we apply upstream emission factors from DEFRA.
- Waste generated in operations:** This category includes emissions from waste generated and disposed in the directly leased offices where we have procured waste management services ourselves. We use a waste-type-specific approach to estimate emissions, where the tonnage of each waste type disposed is multiplied with DEFRA emission factors.

- Business travel:** This category includes emissions from work-related travel and accommodation booked by Eternal employees. A combination of distance and spend-based method is used to calculate emissions. For distance-based travel emissions we referred to vehicle-specific emissions factors from the India GHG programme. For spend-based travel emissions we referred to EEIO emission factors published by the US EPA Supply Chain Greenhouse Gas Emission Factors. Emissions from hotel accommodations are calculated using DEFRA emission factor.
- Employee commuting:** This category includes emissions from employee travel between their home and work location. Data is gathered through an online survey, where employees provide information on commuting distance and mode of transport. We use a distance-based method, in which emissions per employee per day are calculated using the survey responses and then multiplied by the number of working days and the active employee headcount. Vehicle-specific emission factors are sourced from the India GHG Program.
- Downstream transportation and distribution:** This category includes emissions from last-mile deliveries undertaken by delivery partners. A distance-based method is used to calculate emissions. For the ICE vehicles, distance travelled by the delivery partners is multiplied with vehicle-specific emission factors sourced from India GHG Program Road transportation. For the EVs, electricity consumption per kilometer is calculated and multiplied by the India-specific grid emission factor.

Annexure 3



Certificate of Verified Carbon Unit (VCU) Retirement

Verra, in its capacity as administrator of the Verra Registry, does hereby certify that on 18 May 2023, 1,500 Verified Carbon Units (VCUs) were retired on behalf of:

Zomato Limited

Project Name

Reforestation of degraded land by MTPL in India


VCU Serial Number

12909-460121675-460123174-VCS-VCU-1507-VER-IN-14-2404-25062001-24062011-0

Additional Certifications

Powered by  APX

Annexure 4



THE INTERNATIONAL
REC STANDARD

This Redemption Statement has been produced for

ZOMATO LIMITED

by

EKI ENERGY SERVICES LTD

confirming the Redemption of

500.000000

I-REC Certificates, representing 500.000000 MWh of electricity generated from renewable sources

This Statement relates to electricity consumption located at or in

Zomato Limited and all its subsidiaries (pan-India office and warehouse operations) India

in respect of the reporting period

2024-01-01 to 2024-12-31

The stated Redemption Purpose is

To meet 100% Renewable Energy Goal and offset CO2 generation due to consumption of electricity.

Redeemed Certificates

Production Device Details

| Device | Country of Origin | Energy Source | Technology | Supported | Commissioning Date | Carbon (CO ₂ / MWh) |
|------------------------------|-------------------|---------------|-------------------|-----------|--------------------|--------------------------------|
| 4 MW Solar Project- IREC 591 | India | Solar | PV Ground mounted | No | 2020-03-07 | 0.000000 |

Redeemed Certificates

| From Certificate ID | To Certificate ID | Number of Certificates | Offset Attributes | Period of Production | Issuer |
|----------------------------|----------------------------|------------------------|-------------------|-------------------------|--|
| 0000-0219-4773-8396.000000 | 0000-0219-4773-8895.999999 | 500.000000 | Incl | 2024-01-01 - 2024-01-31 | The Green Certificate Company (Central Issuer) |

Auditor Notes

This statement is proof of the secure and unique redemption of the I-RECs stated above for the named beneficiary to be reported against consumption in the country during the reporting year stated. I-RECs are assigned to a beneficiary at redemption and cannot be further assigned to a third party. No other use of these I-RECs is valid under the I-REC Standard.

Where offset attributes are 'incl' the device registrant, who exclusively holds the environmental attribute rights, has undertaken never to release carbon offsets in association with these MWh; 'excl' means carbon offsets relating to these MWh may be traded independently at some point in the future.

For labelling scheme information please refer to the scheme's website. Labelling scheme listing may not be exhaustive.

Thermal plant emit carbon as part of the combustion process. Whilst this is not zero carbon, it is generally recognised as carbon neutral where the source is recent biomass.

Ev.



QR Code Verification

Verify the status of this Redemption Statement by scanning the QR code on the left and entering in the Verification Key below

Verification Key

1 9 5 1 2 7 4 9

<https://api-internal.evident.app/public/certificates/en/C5jXicF6arYQrdA7hKJLHtADF%2FYqW90wvEs0rRBDZ3nNnSNzTLPHF48VEuSIHyH>

Annexure 4 (continued)



This Redemption Statement has been produced for
ETERNAL LIMITED (FORMERLY KNOWN AS ZOMATO LIMITED)

by
EKI ENERGY SERVICES LTD.
confirming the Redemption of
250.000000

I-REC Certificates, representing 250.000000 MWh of
electricity generated from renewable sources

This Statement relates to electricity consumption located at or in

**Eternal Limited and all its subsidiaries (PAN-India Office and Warehouse Operations)
India**

in respect of the reporting period

2025-01-01 to 2025-12-31

The stated Redemption Purpose is

**To meet 100% Renewable Energy Goal and offset CO2 generation due to consumption of
electricity**

Redeemed Certificates

Production Device Details

| Device | Country of Origin | Energy Source | Technology | Supported | Commissioning Date | Carbon (CO ₂ / MWh) |
|---------------------------------|-------------------|---------------|------------|-----------|--------------------|--------------------------------|
| HTSC 0168 Vadavalli 0.6 MW Wind | India | Wind | Onshore | No | 2010-08-09 | 0.000000 |

Redeemed Certificates

| From Certificate ID | To Certificate ID | Number of Certificates | Offset Attributes | Period of Production | Issuer |
|----------------------------|----------------------------|------------------------|-------------------|-------------------------|--|
| 0000-0222-8521-8485.000000 | 0000-0222-8521-8734.999999 | 250.000000 | Incl | 2025-01-01 - 2025-03-31 | The Green Certificate Company (Central Issuer) |

to release carbon offsets in association with these MWh; 'excl' means carbon offsets relating to these MWh may be traded independently at some point in the future.

Thermal plants emit carbon as part of the combustion process. While this is not zero carbon, it is generally recognised as carbon neutral where the source is recent biomass.



QR Code Verification

Verify the status of this Redemption Statement by scanning the QR code on the left and entering in the Verification Key below

Verification Key

1 1 0 2 0 2 7 9

<https://api-internal.evident.app/public/certificates/en/5Hx%2FN2WTVG0NsEte4DLgNnNntgDKvMANwJgCLIRuen5ql%2B9gMwII3lpE0B3gfp0>



Annexure 5



MANAGEMENT SYSTEM CERTIFICATE

Certificate no.: C671830 Initial certification date: 26 March 2024 Valid: 26 March 2024 – 25 March 2027

This is to certify that the management system of
Zomato Limited
Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098,
Haryana, India
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Environmental Management System standard:
ISO 14001:2015

This certificate is valid for the following scope:
**Management activities for App based aggregator of food delivery and dining out along
with subscriptions**

Place and date:
Barendrecht, 26 March 2024

For the issuing office:
DNV - Business Assurance
Zwolsseweg 1, 2994 LB Barendrecht,
Netherlands



Erie Koek
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689. www.dnv.com/assurance



Certificate no.: C671830
Place and date: Barendrecht, 26 March 2024

Appendix to Certificate

Zomato Limited

Locations included in the certification are as follows:

| Site Name | Site Address | Site Scope |
|----------------|---|---|
| Zomato Limited | Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098, Haryana, India | Management activities for App based aggregator of food delivery and dining out along with subscriptions |
| Zomato Limited | 5. 20th Main Rd, KHB Colony, K., Koramangala Industrial Layout, Koramangala, Bengaluru - 560034, Karnataka, India | Management activities for App based aggregator of food delivery and dining out along with subscriptions |

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689. www.dnv.com/assurance

Annexure 6



MANAGEMENT SYSTEM CERTIFICATE

Certificate no.: C671829 Initial certification date: 26 March 2024 Valid: 26 March 2024 – 25 March 2027

This is to certify that the management system of
Zomato Limited
Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098,
Haryana, India
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Occupational Health and Safety Management System standard:
ISO 45001:2018

This certificate is valid for the following scope:
**Management activities for App based aggregator of food delivery and dining out along
with subscriptions**

Place and date:
Barendrecht, 26 March 2024

For the issuing office:
DNV - Business Assurance
Zwolsseweg 1, 2994 LB Barendrecht,
Netherlands



Erie Koek
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689 - www.dnv.com/assurance



Certificate no.: C671829
Place and date: Barendrecht, 26 March 2024

Appendix to Certificate

Zomato Limited

Locations included in the certification are as follows:

| Site Name | Site Address | Site Scope |
|----------------|--|---|
| Zomato Limited | Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098, Haryana, India | Management activities for App based aggregator of food delivery and dining out along with subscriptions |
| Zomato Limited | 5, 20th Main Rd, KHB Colony, K, Koramangala Industrial Layout, Koramangala, Bengaluru - 560034, Karnataka, India | Management activities for App based aggregator of food delivery and dining out along with subscriptions |

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689 - www.dnv.com/assurance

Page 2 of 2

Annexure 7

ZERTIFIKAT ♦ CERTIFICATE ♦ 認証証書 ♦ CERTIFIKAT ♦ CERTIFICADO ♦ CERTIFICAT



CERTIFICATE

The Certification Body
of TÜV SÜD South Asia Private Limited
certifies that

zomato

Zomato Limited

Pioneer Square, Tower 1- Ground to 6th Floor,
Tower 2 - 1st and 2nd Floors, Near Golf Course Extension,
sector-62 Gurugram - 122098, Haryana, India

has implemented Information Security Management System
in accordance with **ISO/IEC 27001:2013**
for the scope of

**Management of Information security of
corporate functions and business including Food Delivery, Dining Out,
Enterprises solutions, Gift cards, Customer loyalty program, etc.**

The certificate is valid from **2023-01-20** until **2026-01-19**

Subject to successful completion of annual periodic audits

The present status of this certificate can be obtained through TÜV SÜD website by scanning below QR code and by entering the certificate number (without spaces) on web page. Further clarifications regarding the status & scope of this certificate may be obtained by consulting the certification body at info.in@tuv-sud.com

Disclaimer: - The certification is limited to controls applicable and implemented as documented under the Statement of Applicability

Certificate Registration No. **99 310 00353**

Version of the statement of applicability:
1.0, Date-15.11.2021

Date of Initial certification: **2023-01-20**

Issue Date: **2023-01-20 Rev. 00**

Rahul Kale
Head of Certification Body
of TÜV SÜD South Asia Private Limited,
Mumbai
Member of TÜV SÜD Group



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