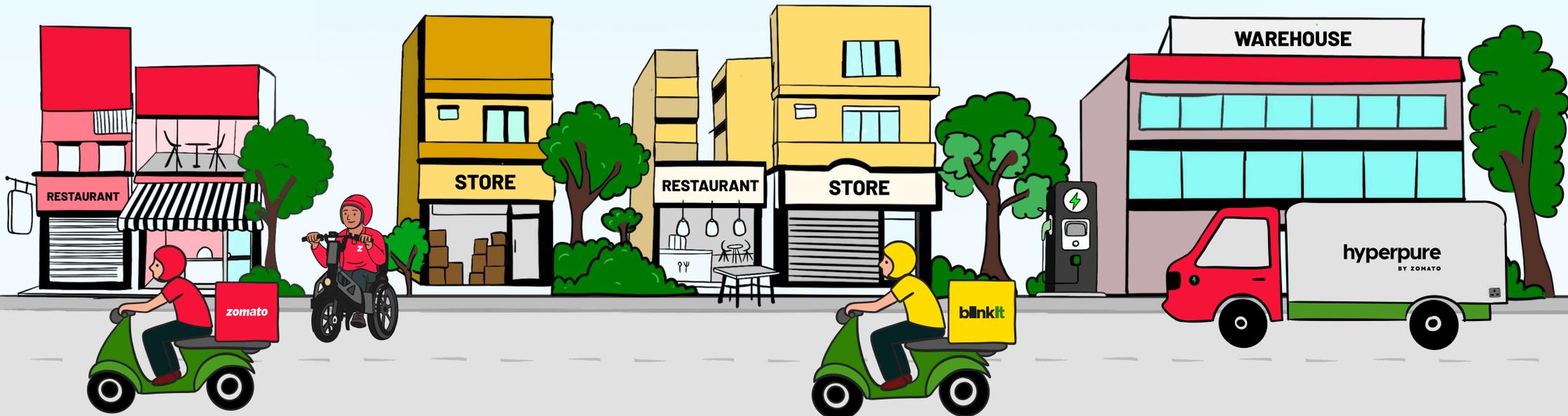# eternal

ESG Factsheet FY25

Eternal Limited (Standalone) and its select subsidiaries:
Zomato Hyperpure Private Limited and Blink Commerce Private Limited

About the Factsheet

At Eternal, sustainability is central to our ethos and deeply embedded in our business strategy. Our mission at Eternal is to Power India's changing lifestyles. 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

The disclosures in this "Factsheet" pertain to the duration 1st April 2024 to 31st March 2025 ('FY25'), (unless otherwise stated) for the following:

(i) Eternal Limited (standalone) includes its India food ordering, delivery and dining-out operations, branches in Dubai and Abu Dhabi and Foodiebay ESOP Trust (ESOP Trust does not have any operations or employees) and its select subsidiaries

(ii) Zomato Hyperpure Private Limited (Hyperpure), a B2B supplies business

(iii) Blink Commerce Private Limited (Blinkit), a quick commerce business.

The reporting boundary for social and governance disclosures in this factsheet, unless otherwise stated, pertain to the operations of Eternal Limited (standalone) and its select subsidiaries - Zomato Hyperpure Private

Limited and Blink Commerce Private Limited, collectively referred to as 'Eternal' in this Factsheet.

For select environment disclosures, unless otherwise stated, data reported pertains to directly leased offices with over 100 employees. Our employees work out of 3 directly leased offices, of which 2 had more than 100 employees as on 31st March 2025. In addition, our employees work out of 48 co-working spaces in India and the UAE. We also have 13 single seater non-operational offices with no employees.

The environmental disclosures in this Factsheet are based on the principles of operating control. These are further discussed topicwise as below:

Energy: The 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, warehouses and dark stores outside our operational control is placed within our value chain and will be taken into account in our value chain disclosures.

GHG emissions: Our Scope 1 Greenhouse 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 GHG

emissions. For detailed GHG methodology statement, kindly refer to Annexure 2.

Water: Our boundary for water withdrawal, consumption and discharge is restricted to directly leased offices where we have established operational control, following the principles of operational control 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 established operational control and have procured waste management services ourselves.

These environmental disclosures have been apportioned and extrapolated based on data availability.

External assurance*

Select indicators in this factsheet have been undergone limited assurance by Deloitte Haskins & Sells LLP. For details on sustainability information subject to assurance, please refer to Annexure 1.

Please refer to Annexure 1 for the Assurance statement.

Key ESG highlights

Climate Conscious Deliveries

Highlights

- Maintained 100% of Scope 1 & 2 emissions at zero through carbon offsets and International Renewable Energy Certificates
- Avoided 7,189.11 tCo2e emissions in FY25 by using electric vehicles (EVs) for mid-mile and last-mile deliveries
- 51,000+ active EV-based delivery partners in Zomato and Blinkit in March 2025
- 31% last-mile deliveries of Hyperpure fulfilled via EVs
- 300 KVA solar plant unit installed at Hyperpure's Gurugram warehouse

Waste-Free World

Highlights

- 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+ partner restaurants now use low-plastic packaging)
- Delivered 2,718 tonnes of sustainable packaging alternatives to 40,000+ restaurants via Hyperpure

Zero Hunger

Highlights

- Served 36 million meals in FY25 and more than 200 million meals overall since inception
- Reached 100,000+ children daily across 1,000+ educational centers in 160+ cities as on March 31, 2025

Inclusive Growth

Highlights

- 242,000 registered MSME (Micro, small and medium enterprises) food delivery restaurants currently listed on the Zomato food delivery app
- Facilitated insurance payouts worth INR 70+ crore in FY25 (INR 164 crore cumulatively since FY22) with 55% of claims attributable to non-accident medical expense
- Enabled 1,341 delivery partners to access government schemes and insurance programs, unlocking benefits worth INR 36 crore

Key ESG highlights

Diversity, Equity & Inclusion

Highlights

- 50% representation of women on the Board of Eternal Limited as of March 31, 2025
- ~17% representation of women in the overall employee base as of March 31, 2025
- 3,000+ women delivery partners fulfilled ~4.5 million orders across Zomato and Blinkit
- Share of female workers in warehouses improved to 22% in FY25 from 8% in FY24

Health, Safety & Wellbeing for All

Highlights

- Trained ~52,000 delivery partners as certified emergency first responders
- Access to 24x7 SOS service with free ambulance available for delivery partners across 800+ cities
- Shelter project extended to 2,719 resting points for delivery partners during extreme weather
- 249,000 workers across warehouses and stores trained on safety guidelines and procedures

Customer Centricity

Highlights

- 20.6 million average monthly transacting customers and 297,000 average monthly active food delivery restaurant partners on the Zomato food delivery app
- 100,000+ unique outlets billed via Hyperpure
- 10.2 million average monthly transacting customers on Blinkit app
- 10-minute ambulance service in Gurugram introduced by Blinkit

Governance

Highlights

- 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
- Zero directors/KMPs/employees/workers against whom disciplinary action taken/fines levied by law enforcement for the charges of bribery/corruption in FY25
- Zero data breaches in FY25

Environment

As we continue to build our business, being mindful of the environment remains a priority for us. Through our policies and programs, we endeavor to consistently manage our environmental footprint. We regularly engage with our internal and external stakeholders to ensure that our policies and initiatives are well informed. Further, we consistently monitor our performance on environmental parameters and take appropriate steps aimed at driving improvement and minimizing our impact on the environment.

This section will cover:

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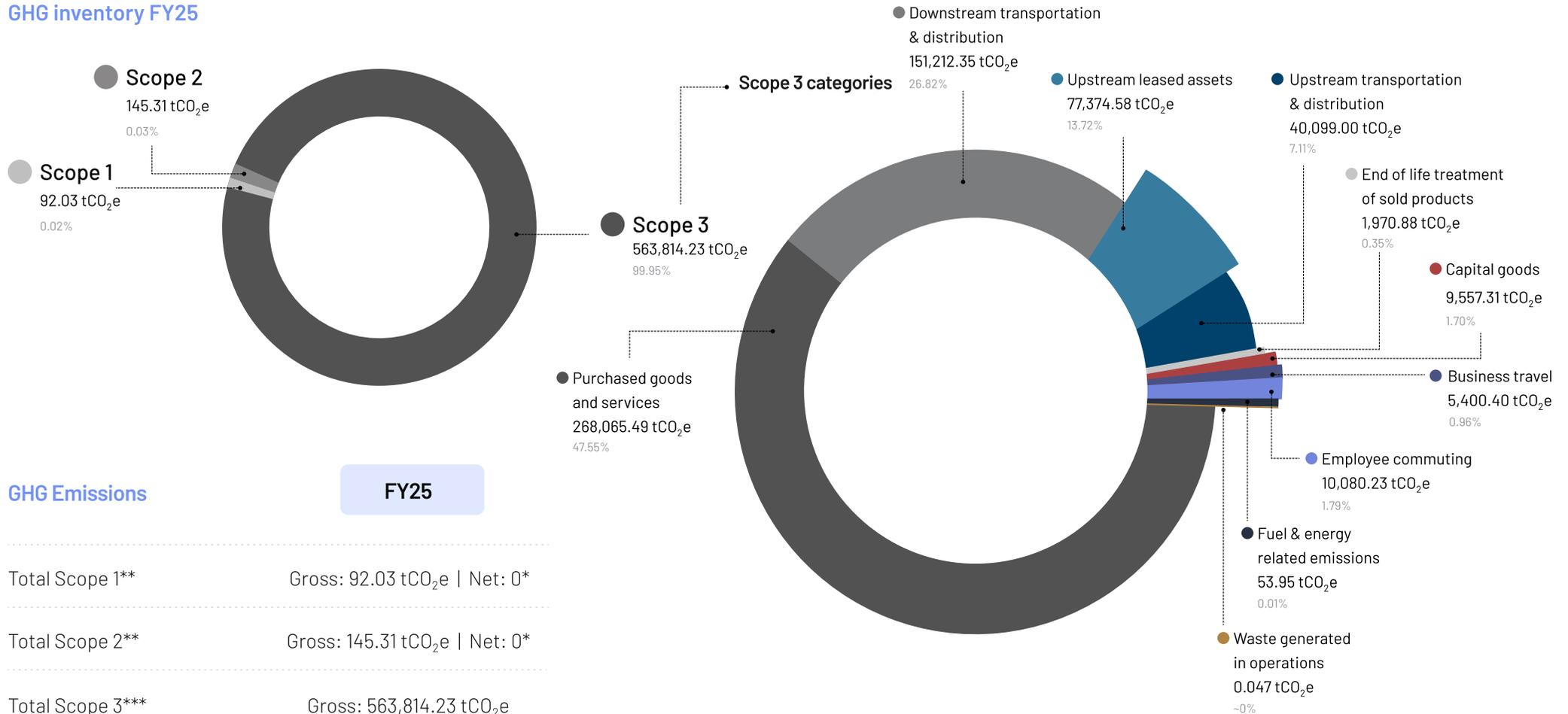- Water management
- Intensity
- Climate strategy

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

As we work towards our mission of powering India's changing lifestyles, we recognize that climate change and GHG emissions are global challenges that we as a responsible business must address. We are committed to managing and reducing our carbon footprint through strategic initiatives.

GHG inventory FY25

Scope 2
145.31 tCO$_2$e
0.03%

Scope 1
92.03 tCO$_2$e
0.02%

Scope 3
563,814.23 tCO$_2$e
99.95%

Scope 3 categories

Downstream transportation & distribution
151,212.35 tCO$_2$e
26.82%

Upstream leased assets
77,374.58 tCO$_2$e
13.72%

Upstream transportation & distribution
40,099.00 tCO$_2$e
7.11%

End of life treatment of sold products
1,970.88 tCO$_2$e
0.35%

Capital goods
9,557.31 tCO$_2$e
1.70%

Business travel
5,400.40 tCO$_2$e
0.96%

Purchased goods and services
268,065.49 tCO$_2$e
47.55%

Employee commuting
10,080.23 tCO$_2$e
1.79%

Fuel & energy related emissions
53.95 tCO$_2$e
0.01%

Waste generated in operations
0.047 tCO$_2$e
~0%

GHG Emissions

FY25	
Total Scope 1**	Gross: 92.03 tCO$_2$e | Net: 0*
Total Scope 2**	Gross: 145.31 tCO$_2$e | Net: 0*
Total Scope 3***	Gross: 563,814.23 tCO$_2$e

*For Scope 1: The figures above are reported after deducting the carbon removal offsets purchased to maintain carbon neutrality for Scope 1. The emission factors used are from the IPCC 2006.
For Scope 2, the figures above are reported after deducting the International Renewable Energy Certificates (IRECs) purchased to maintain carbon neutrality. The emission factors used are from CEA 2024.

** Scope 1 & 2 emissions include emissions from fuel consumption, purchased electricity and fugitive emissions for directly leased offices within the reporting boundary determined by operational control approach. Emissions from the offices, warehouses and dark stores where operational control is not established, are accounted under relevant Scope 3 categories. Please refer to our boundary note on page 2 of this Factsheet for more details.

***Scope 3 emissions specified above account for emissions (under the relevant categories) from our co-working spaces, single-seater non-operational offices, leased offices (not part of scope 1 and scope 2), warehouses and dark stores outside our established operational control.

Emissions (continued)

Carbon offsets

- **Scope 1 emissions:** We maintained our net Scope 1 emissions at zero, through the use of an equivalent amount (92.03 tCO$_2$e) of verified carbon removal offsets. In FY25, we used reforestation-based carbon removal offsets for neutralizing our Scope 1 emissions.

- **Scope 2 emissions:** 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 (199.87 MWh) from renewable energy projects in India.

Avoided GHG emissions

In FY25, we assessed the emissions from deliveries made using electric vehicles (EVs) and compared them with the estimated emissions from internal combustion engine (ICE) vehicles covering the same distance. The difference between the two was then used to determine the total avoided emissions.

By transitioning from ICE vehicles to EVs for our mid-mile and last- mile deliveries, we avoided 7,189.11 tCo$_2$e emissions in FY25.

Energy management

Total energy consumption in FY25*

Total fuel consumption
234.99 GJ
24.62%

Total electricity consumption
719.54 GJ
75.38%
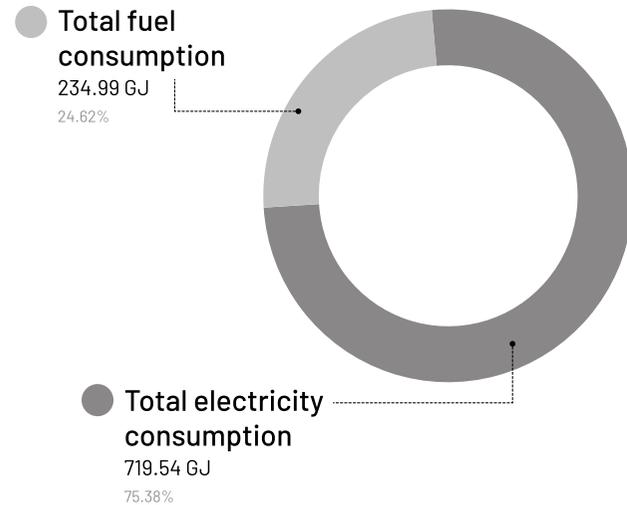
	FY25
Total electricity consumption	719.54 GJ
Total fuel consumption	234.99 GJ
Total energy consumed	**954.52 GJ***

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 directly leased offices within the reporting boundary determined by the operational control approach. Please refer to our boundary note on page 2 of this Factsheet for more details.

Energy management programs

At Eternal, we have robust energy management measures in place that prioritize both energy conservation and operational efficiency. We conduct internal energy use assessments that allow us to monitor consumption trends and generate insights for conservation efforts wherever feasible. Additionally, we focus on spreading awareness among our workforce, encouraging them to participate in our conservation efforts.
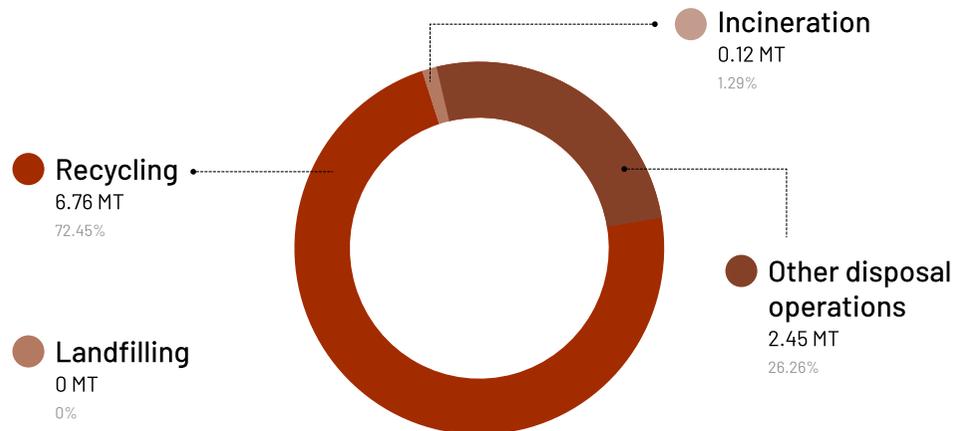
Key initiatives:

- **Renewable energy use:** We are taking steps to utilize clean sources of energy within our operations, wherever feasible. A key initiative in this regard was the setting up of a 300 KVA solar plant unit at Hyperpure's Gurugram warehouse in FY25. This plant generates 4 lakh units of clean energy annually. We plan to scale our use of clean sources of energy in the near future.

- **Energy smart infrastructure:** One of our key priorities is ensuring we invest in energy efficient infrastructure. We continue to prioritize the use of LED lights and LED monitors across our facilities. We are dedicated to the rationalization and optimal utilization of electrical equipment usage, including air conditioning systems and office lighting. In FY25, we introduced automatic doors in cold rooms across various dark stores and warehouses to minimize energy loss. Additionally, we began deploying IoT sensors on DG sets to monitor and optimize fuel use, contributing to reduced energy consumption.

- **Awareness and behavioral change campaigns:** To ensure a conservation culture in our organization, we continue to raise awareness within our workforce to inculcate a habit of being mindful of their resource consumption. Through our 'Turn it off' campaign, we reinforce the importance of energy conservation among our employees, both at their homes and in the workplace. We promote simple measures such as encouraging unplugging of devices when not in use, choosing LED bulbs and energy efficient equipment at homes. Additionally, we leverage our internal communication channels to keep employees engaged on sustainability topics through informative posts and short quizzes to keep the conversation going.

Waste management

Waste generated in FY25*

- **Other non-hazardous waste**
  7.21 MT
  77.19%
  (Wet waste: 2.45)
  (Paper and cardboard waste: 4.76)
- **E-waste****
  0.92 MT
  9.85%
- **Plastic waste**
  1.09 MT
  11.67%
- **Bio-medical waste**
  0.12 MT
  1.29%
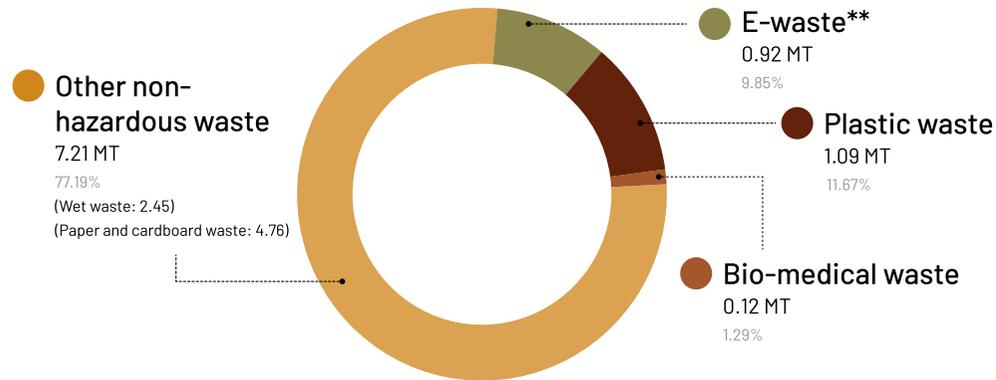
Waste recycling and disposal in FY25*

- **Incineration**
  0.12 MT
  1.29%
- **Recycling**
  6.76 MT
  72.45%
- **Landfilling**
  0 MT
  0%
- **Other disposal operations**
  2.45 MT
  26.26%

*Waste generation, recovery and disposal data covers two directly leased offices having more than 100 employees (Gurugram and Bengaluru). Disclosure in different waste categories is made as per the reporting boundary determined by the operational control approach. Please refer to our boundary note on page 2 of this Factsheet for more details.

** E-waste is centrally managed and is disclosed for all facilities.

Waste management programs

We are committed to implementing effective waste management strategies to reduce the environmental impact of our business. We conduct internal assessments that allow us to take necessary steps aimed at reducing waste generation and maximizing reuse and recycling efforts across our operations. Some of our key efforts to reduce waste include:

- **Reusable cutlery and BYOB program:** To reduce waste, we actively work to set a culture in our offices which encourages employees to choose reusables over disposable. We make reusable cutlery available in our offices as well as drive a 'Bring Your Own Bottle Campaign' to reduce waste generated in offices.

- **Awareness and training:** We continue to raise awareness within the organization to promote responsible consumption and disposal habits among our employees. We promote efficient waste segregation at source by training our employees on waste segregation. We have color-coded dustbins in our Gurugram office categorized by food, plastic and dry waste to ensure segregated waste disposal allowing us to recycle/reuse where feasible.

- **Waste treatment programs:** We have onboarded authorized vendors to help us recycle and safely dispose of the waste generated from our offices by category. We collect waste disposal certificates (category-wise) from these vendors to monitor our recycling efforts, ensure that waste is managed in an effective manner and uphold compliance with waste management norms.

- **Investment in innovative waste management:** We continuously work to improve our existing systems in an effort to adopt more sustainable options wherever possible. For example, 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 landfilling and incineration. This approach reduces carbon emissions from disposal of used sanitary pads by 58% compared to landfilling and by 68% compared to incineration.

Waste management (continued)

At Eternal, our strategy has always been focused on building a more sustainable future for all stakeholders and going the extra mile to drive positive change for the planet. We have extended our efforts to reduce the generation of waste along our value chain. Our efforts are guided by a 'Reduce, Recycle and Reward' framework to drive maximum change. Some of our initiatives include:

Reduce

'Don't send cutlery' initiative

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

Food Rescue initiative

Food wastage is a significant challenge, given that every month, around 4,00,000 perfectly good orders already on their way to customers are canceled on the Zomato app. To tackle this waste, we introduced 'Food Rescue' in FY25. This initiative makes canceled orders available for nearby customers in their original untampered packaging at unbeatable prices. Since its inception in November 2024, the Food Rescue initiative is estimated to have prevented food waste close to ~190,000 kgs till March 2025 (assuming each order weighs approximately 400g).

Sustainable solutions

Hyperpure helps customers reduce their environmental footprint through a portfolio of sustainable packaging alternatives, including paper- and bagasse-based packaging solutions and birchwood cutlery. In FY25, Hyperpure delivered 2,718 tonnes of sustainable packaging alternatives to 40,000+ restaurants.

Through Blinkit, we facilitate the availability of a growing range of brands across categories that demonstrate sustainability in various ways, across groceries, personal care, home care and everyday essentials. We also offer sustainable and/or reusable serveware and home-care products. Additionally, Blinkit uses biodegradable and fully recyclable secondary delivery packaging.

Recycle

100% Plastic neutral deliveries

Starting April 2022, Eternal Ltd.'s food ordering and delivery business began voluntary recycling of plastic waste equal to the amount of plastic used by restaurants to pack the food delivery orders placed via the Zomato app. We have voluntarily recycled 45,000 MT of plastic waste on behalf of restaurants from FY23-FY25 (15,000 MT was recycled in FY25 alone) fully meeting the target of 100% plastic neutral deliveries as per independent estimates.

Reward

Plastic-Free Future Program

Launched in December 2024, the Plastic-Free Future Program spotlights and highlights 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.

Plastic-Free Future Packathon

Launched in 2024 in partnership with Startup India, the Zomato Plastic-Free Future Packathon identifies and promote innovative food delivery packaging solutions.

The first edition in 2024 received 85+ startup applications from 18 states, including 34 from women-led ventures. It featured innovations including edible cutlery, plant-based coatings and agri-waste bags. Three startups—Bambrew, Go Do Good and Frenvi—were awarded the top winning spots.

Water management

Water withdrawal in FY25*

Purchased drinking water
100.20 kL
4.80%

Third-party water
1985.90 kL
95.20%
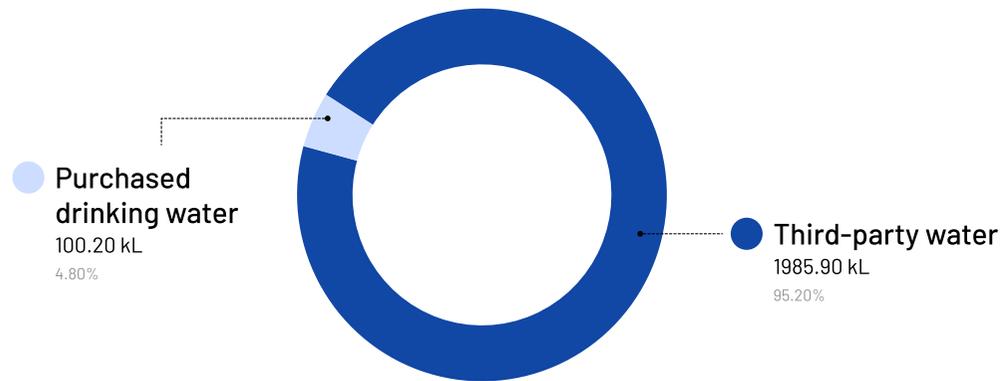
Volume of water consumption and discharge

	FY25
Water consumption	417.22 kL*
Water discharge**	1668.88 kL**

Water efficiency and management programs

We continuously work to reduce our water footprint across facilities where we have the authority to implement changes to water systems, i.e. facilities under our operational control. We also undertake internal water assessments to track usage and promote efficient consumption. We have taken the following measures towards ensuring the same :

- **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 Gurugram and Bengaluru office washrooms are installed with dual-flush models allowing users to choose as required.
- **Water reuse measures :** Our corporate office in Gurugram (a multi-tenant facility) along with several Hyperpure warehouses have STPs (Sewage treatment plant) installed by the landlord. The treated water is reused in gardening, toilet flushing etc.
- **Awareness and training:** We have also introduced behavioral change campaigns to promote sustainable practices among our employees.

Water withdrawal and consumption data covers Bengaluru office only based on the reporting boundary determined by the operational control approach. Please refer to our boundary note on page 2 of this Factsheet for more details.

**Water discharge data covers the Bengaluru office only based on the reporting boundary determined by the 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).*

Intensity

Energy intensity: 0.476
Water intensity: 0.200
Waste intensity: 0.046

Intensity Value

Energy intensity
10⁻⁸ GJ / rupee of turnover

Water intensity
10⁻⁸ KL / rupee of turnover

Waste intensity
10⁻⁹ MT / rupee of turnover

Note: Intensity values have been re-scaled and expressed as per scientific notation.

Energy intensity (GJ/ rupee of turnover)

Energy intensity measured as total energy consumed per rupee of turnover.

Water intensity (KL/ rupee of turnover)

Water intensity measured as total water consumption per rupee of turnover.

Waste intensity (MT/ rupee of turnover)

Waste intensity per rupee of turnover, measured as total waste generated per rupee of turnover.

Climate strategy

At Eternal, we continuously identify, evaluate and manage climate-related risks and impacts across our operations and our value chain. In FY24, we had undertaken climate risk assessment for Eternal's food ordering and delivery business (i.e., Zomato).

During this exercise, we assessed the impact of physical climate risks such as cyclones, storms, heavy precipitation, increasing/decreasing temperature, flooding and heat/cold waves and transitional risks, on the food delivery business across our top 15 cities for food delivery 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 scenarios 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 process. We plan to extend this exercise for our other businesses in the near future.

Mitigation measures

To mitigate the potential impact of climate risks and strengthen our resilience, we implemented various initiatives during the reporting year.

Transition to Electric Vehicles (EVs)

We have been actively supporting the transition to EVs across our food delivery, quick commerce and B2B supplies businesses.

Food delivery (Zomato):

- 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, we promoted EV transition-related awareness among delivery partners through engaging videos on our YouTube channel, reaching over 77,000+ views. We also organized an EV Bazaar in September, 2024 in Delhi in an effort to bridge the gap between delivery partners and EV ecosystem providers. More than 1,000 delivery partners attended the event, helping enhance awareness about the EV ecosystem.

- We have partnered with 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 in our food delivery business reached 37,077 vehicles by March 2025, which is 1.3x the number of active EV-based delivery partners in March 2024.

We also set a target to reduce last-mile delivery emissions by 70% on a per km basis by FY30 from the base year of FY22 for our online ordering and food delivery business. In FY25, our last-mile delivery emissions for the food delivery business on a per km basis reduced by 10.53% since FY22.

B2B supplies (Hyperpure):

We have achieved significant progress in electrifying our Hyperpure delivery operations. In FY25, 31% of Hyperpure's last-mile deliveries to HoReCa (hotel, restaurants and cafe) customers were fulfilled through EVs as compared to 20% in the previous financial year.

Quick commerce (Blinkit):

In FY25, we also scaled our efforts to increase EV penetration across Blinkit delivery fleets. As of March 2025, there were 15,000+ active EV-based quick commerce delivery partners.

Renewable energy adoption

In FY25, we set up a 300 KVA solar plant unit at Hyperpure's Gurugram warehouse. This plant generates 4 lakh units of clean energy annually. We plan to scale our use of cleaner sources of energy in the near future.

### Support for delivery partners during extreme weather conditions

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 which is aimed at providing shelter to delivery partners during extreme weather to 2,719 resting points. We continue to assist delivery partners with high quality apparel, protecting them from varied weather conditions.

Social

We believe that our workforce is the fuel to our success, consistently driving innovation and growth. Our aim is to create a supportive environment for our employees, workers, delivery partners and the communities we serve, ensuring their safety, growth and overall satisfaction. We are focused on nurturing a culture where inclusivity, respect and wellbeing are paramount.
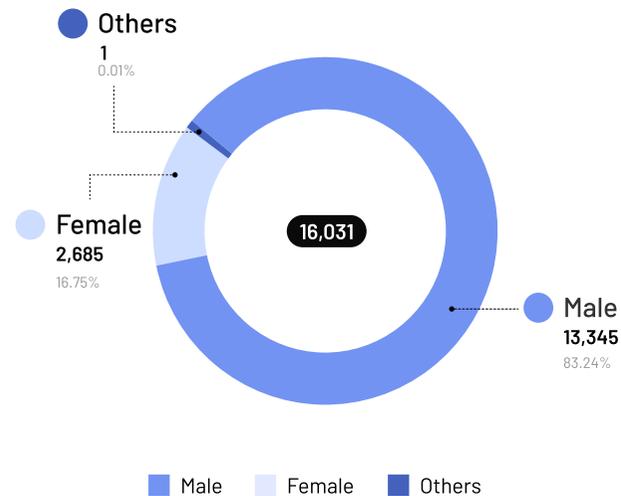
This section will cover:

- Workforce breakdown
- Mean, median remuneration
- Turnover rate
- Employee development and training
- Diversity, equity and inclusion
- Health, safety and wellbeing for all
- Upholding human rights
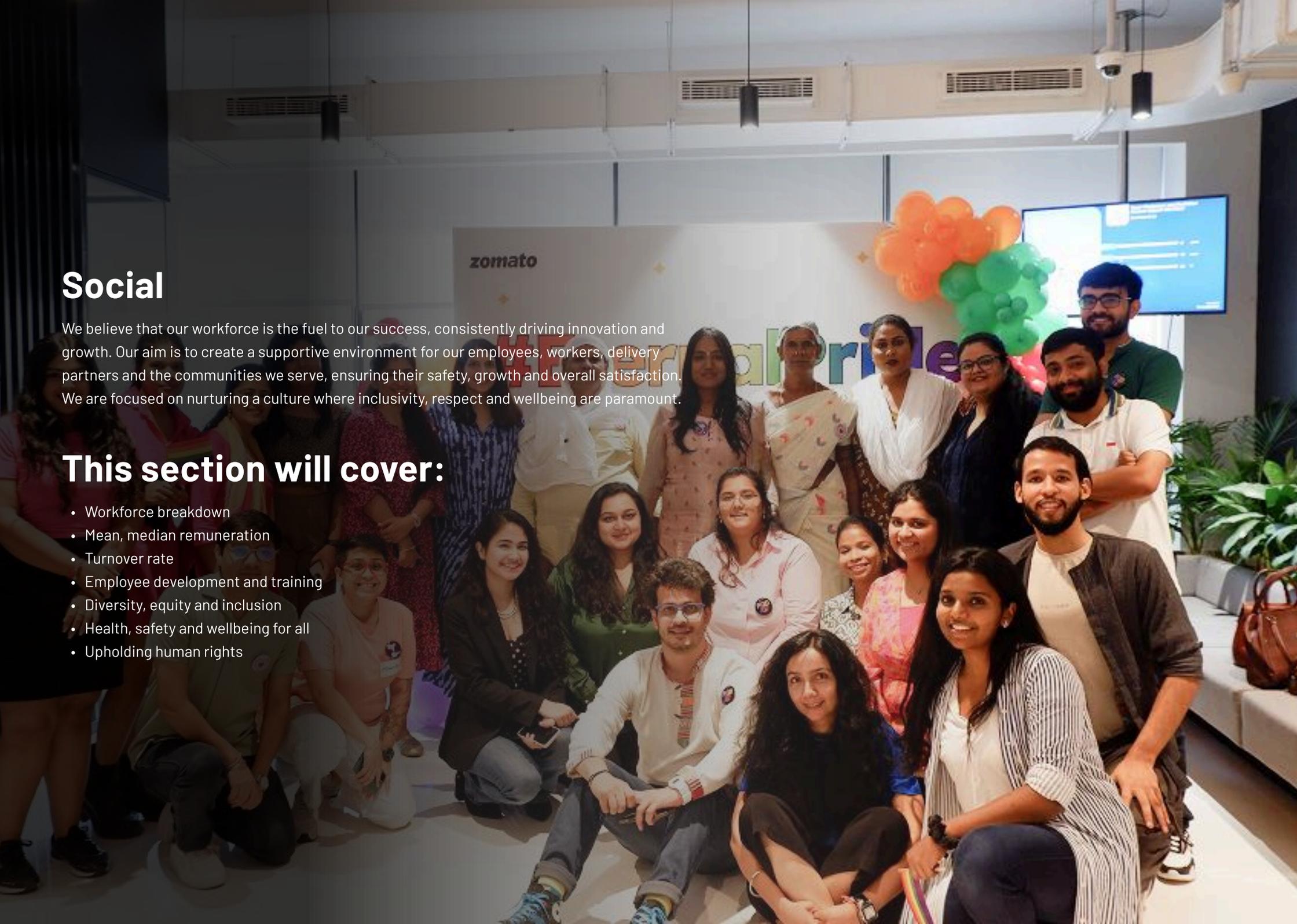
Workforce breakdown

We pride ourselves in being equal opportunity employers. All our hiring decisions are based on the candidate's competence and organizational requirements. We actively work to eliminate conscious and unconscious bias in the recruitment process by engaging multiple stakeholders in the process. We have been awarded first position in Asia Pacific by UN Women's Empowerment Principles (UN WEPs) for our commitment to gender inclusion in our business practices and have been recognized by India Workplace Equality Index as an inclusive workplace.

Permanent employees

Others
1
0.01%

Female
2,685
16.75%

16,031

Male
13,345
83.24%

■ Male   ■ Female   ■ Others

Other than permanent employees*

Others
1
0.09%

Female
195
17.60%

1,108

Male
912
82.31%

■ Male   ■ Female   ■ Others

Contract workers**

Female
5,122
8.56%

59,818

Male
54,696
91.44%
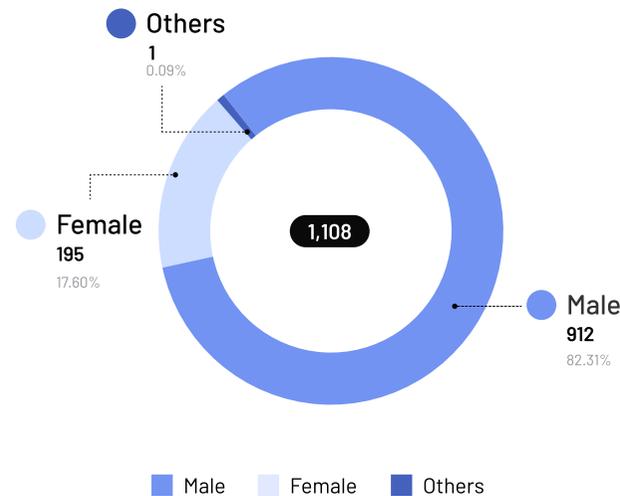
■ Male   ■ Female   ■ Others

Note : The headcount represented here and used for calculations throughout this Factsheet is as on 31st March 2025, unless otherwise stated.

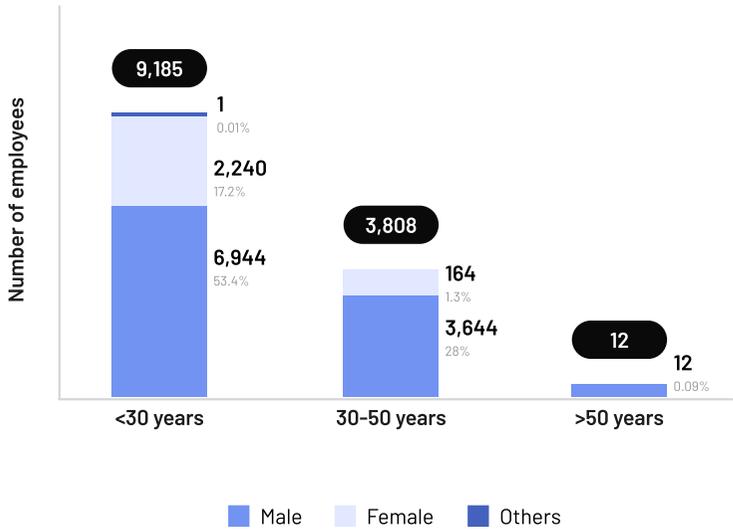**Other than permanent employees refers to intern, fixed-term and off-roll employees.*

**Contract workers refers to third party workers including housekeeping, security, technical and operations staff, pantry staff, nurse, emergency medical technicians, etc. Delivery partners are value chain partners and hence, they are not part of Eternal's workforce.
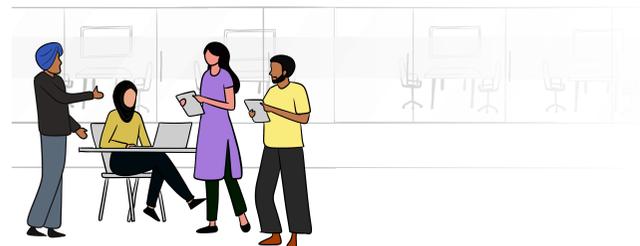
Workforce breakdown (continued)

We have a structured approach to identify exceptional talent, leveraging campus hiring, job fairs, employee referral programs, targeted recruitment drives and collaborations with external organizations. We conduct regular reviews and alignment of our employee benefits and salaries with industry benchmarks, to promote an environment where growth and development are paramount. Training sessions and workshops are conducted to ensure that employees thrive and excel in their roles.

Permanent new hires*

Number of employees

Age group	Total	Others	Female	Male
<30 years	9,185	1 (0.01%)	2,240 (17.2%)	6,944 (53.4%)
30-50 years	3,808		164 (1.3%)	3,644 (28%)
>50 years	12			12 (0.09%)

■ Male ■ Female ■ Others

Age data for 18 employees (who exited before completing onboarding) was unavailable and has been extrapolated in the above data.

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 to nurture talent, wherein senior leaders mentor high-potential employees to cultivate future leaders. Additionally, we have an awards program to recognize exceptional individuals and teams.
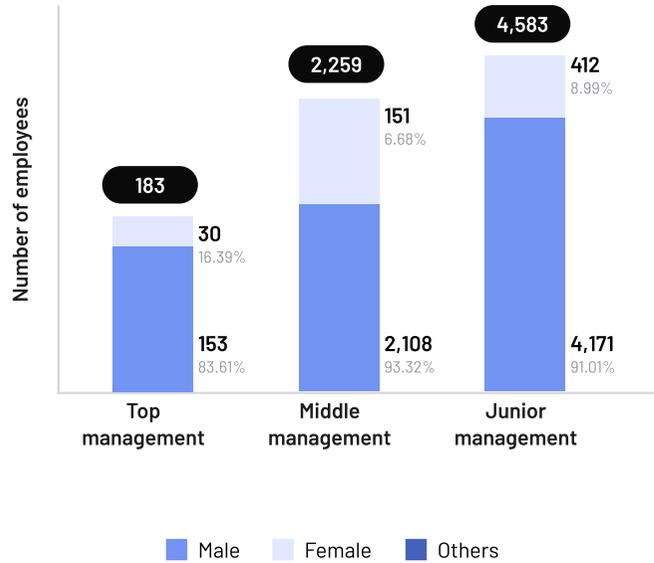
Workforce breakdown (continued)

Permanent employees by nationality	Male	Female	Others	Total	% of total workforce
Indian	13,332	2,677	1	16,010	99.87%
Nepalese	5	4	0	9	0.06%
Pakistani	3	1	0	4	0.02%
American	2	1	0	3	0.02%
British	0	2	0	2	0.01%
Lebanese	1	0	0	1	0.01%
German	1	0	0	1	0.01%
Jordanian	1	0	0	1	0.01%
Total	**13,345**	**2,685**	**1**	**16,031**	**100.00%**

eternal
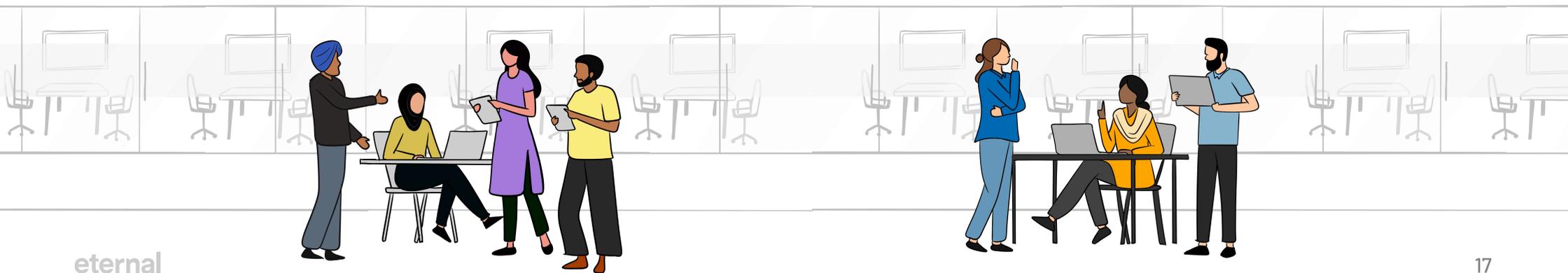
Workforce breakdown (continued)

Management positions

Number of employees

	Top management	Middle management	Junior management
Total	183	2,259	4,583
Female	30 (16.39%)	151 (6.68%)	412 (8.99%)
Male	153 (83.61%)	2,108 (93.32%)	4,171 (91.01%)

Legend: ■ Male ■ Female ■ Others

Management positions in revenue-generating functions*

Female
267
22.68%

1,177

Male
910
77.32%

Legend: ■ Male ■ Female ■ Others

STEM-related positions**

Female
282
15.84%

1,780

Male
1,498
84.16%
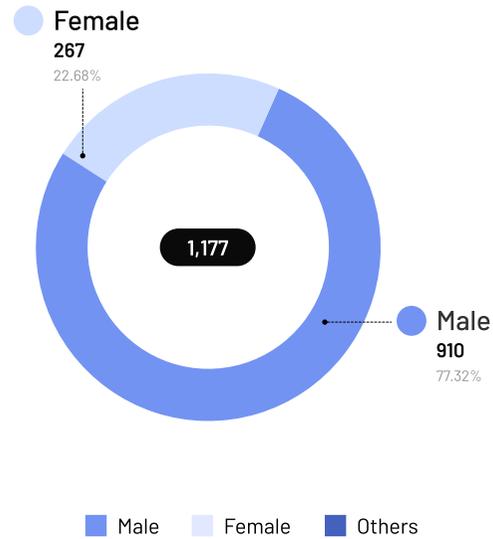
Legend: ■ Male ■ Female ■ Others
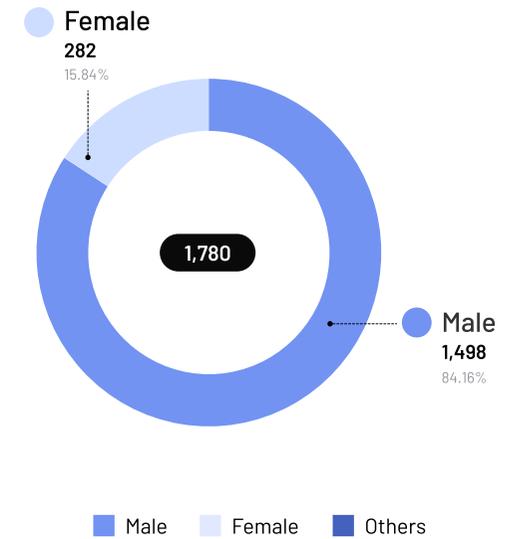
*Employees have been categorized as being in revenue-generating functions where their roles directly contribute to the company's revenue.

**Employees have been categorized as being in STEM roles where the primary responsibilities of the role involve direct application of STEM skills by the employee.

Mean and median remuneration*

Details	Male	Female	Others
Permanent employee headcount	13,345	2,685	1
Total annual compensation (INR crores)	1,570.59	332.19	-
Mean compensation (INR crores)	0.12	0.12	-
Median compensation	6,05,180	7,00,000	-

Note: No mean or median value can be reported for 'other' category as there is only one employee in this category.

*The mean and remuneration for Employees (including the Board of Directors and Key Managerial Personnel) has been calculated based on the annual CTC applicable to employees as on 31st March 2025. Mean and median salary does not include the amount of employee share based payment, the provisions made for gratuity and leave encashment, as they are determined on an actuarial basis. We routinely monitor gender pay data to support fair and equal remuneration for all employees. We also offer a long-term equity program where all permanent employees are eligible to be considered for stock options.

Turnover rate of permanent employees*

Age group**	Male	Female	Others	Total
<30 years	41.33%	56.75%	-	44.69%
30-50 years	36.09%	33.07%	-	35.81%
>50 years	5.00%	-	-	5.00%
Overall	**38.96%**	**51.54%**	**100.00%***	**41.05%**

Note: Average headcount has been used to calculate turnover rate.

*The above attrition numbers include employee exits on account of (a) inter-company movements from Eternal to its subsidiaries, and (b) exits within our frontline workforce (primarily sales, customer support, logistics, and store roles), which account for a significant share of total 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.

**Age data for 18 employees (who exited before completing onboarding) was unavailable and has been extrapolated in the above data.

*** There was one exit and one new joinee in the 'other' category, hence, the turnover rate is 100%.

In FY25, out of the total turnover rate of permanent employees, 31.91% is voluntary.

# Employee development and training

Performance and career development

We strive to ensure that talent in the organization thrives and grows. 100% of our permanent employees are eligible for performance and career development reviews. To enable comprehensive growth, we conduct multidimensional appraisals for all our permanent employees on an annual basis. The performance review process incorporates comprehensive 360-degree feedback to facilitate the professional development of our employees. Simultaneously, we encourage continuous feedback between managers and team members to cultivate trust and drive professional growth.

Training and awareness programs

We conduct regular training and capacity-building programs to equip our workforce with necessary skills to adapt to continuous industrial changes. Different teams and functions evaluate and organize training to provide employees opportunities to grow within the organization.

Training hours of permanent employees

72,328.94
Female

1,81,013.76
Male

35.87
Others

■ Male   ■ Female   ■ Others
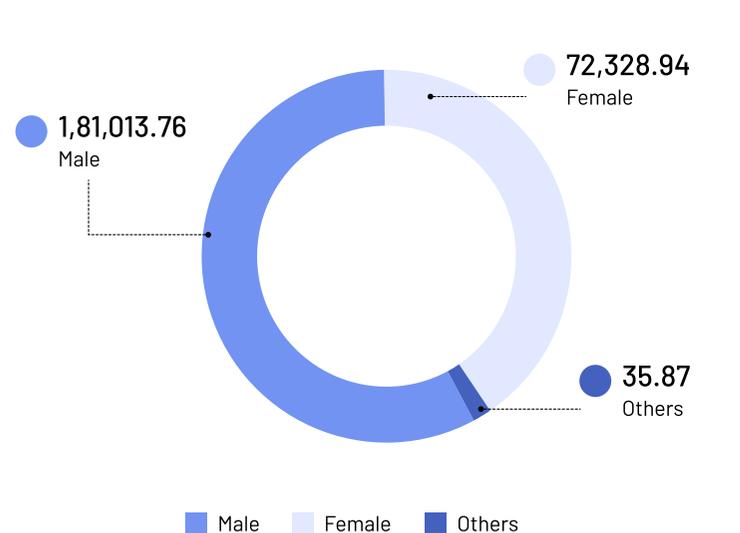
2,53,378.57 Total training hours for permanent employees

| 15.81 Average training hours per employee | 81,969.24 Technical training hours | 31,515.33 Non-technical training hours | 1,39,894 Onboarding 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 (Prevention of Insider Trading), POSH (Prevention of Sexual Harassment), OHS (Organizational Health and 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.

Diversity, Equity and Inclusion

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 via 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

Employee Resource Groups at Eternal

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 contractual employees. In 2025, the ERGs hosted 25 events throughout the year and also expanded their membership across cities.

Key ERGs	Focus areas
Out&About (LGBTQIA+ employees and allies)	• Safe spaces for identity-based dialogue and peer connection
Women@Eternal (gender equity and advancement)	• Mentorship and career development opportunities
Parents at Eternal (working parents)	• Networking and knowledge-sharing sessions
Veterans@Eternal (former armed forces personnel)	• Inclusion-focused education and advocacy across the organization

These initiatives have strengthened our inclusive culture, improved retention and nurtured leadership across our diverse employee communities.

Diversity, Equity and Inclusion (continued)

The growth of our business is directly correlated with the wellbeing of our value chain partners and the positive social and economic impact we help create for those who contribute to our ecosystem. As part of this commitment, we actively work to promote diversity and inclusive growth across our value chain. Our key programs in this regard include:

- **Women in warehouse:** We continue to enable opportunities for women while ensuring a safe and supportive environment across our warehouses. The share of women workers in warehouses increased to 22% in FY25 from 8% in FY24. To support this growth, we introduced the Women Accelerator Program to develop high-potential talent for senior roles, enabling women executives to lead warehouse operations across multiple cities.

To ensure a safer working environment for women, we enhanced our safety infrastructure by introducing closed frisking stations, expanding CCTV coverage, improving lighting and ensuring the presence of women security guards during night shifts. Building on these measures, we introduced night shifts for women in warehouses, with participation being voluntary and with their explicit consent. Following a successful pilot in Bengaluru and Pune, we have scaled this initiative to Hyderabad as well.

- **Farmer empowerment:** We are committed to strengthening farmer livelihoods by building an ecosystem of transparency and traceability. Traditionally, farmers have relied on intermediaries with limited visibility into the value of their produce or final payouts. To address this, we contact farmers a day before harvest to confirm procurement quantities and ensure price transparency on the day of delivery.

In FY26, we initiated AI-enabled calls to deliver this information, further optimizing the process. This solution is currently live across six collection centers and we aim to scale it further.

We ensure payouts within 24 hours (often on the same day) and issue formal purchase orders to every farmer. Through the HP Seller Hub app, farmers can generate real-time digital invoices and maintain documented records of all transactions. In addition, our network of collection centers has helped reduce logistics costs for farmers.

Diversity, Equity and Inclusion (continued)

Delivery partners

- **Zomato's Livelihood Project for Persons with Disabilities:** Zomato's livelihood project for persons with disabilities (PwD) launched in FY23 offers income opportunities for PwD gig workers. Since its launch, the project has generated earning opportunities for more than 3,000 PwDs who delivered food delivery orders via Zomato. To ensure we extend proper support to such partners, we waive onboarding fees, assign short-distance deliveries, train fleet coaches to better support PwD partners and provide a dedicated coordinator for issue resolution. In FY25, we also received the National Award for Empowerment of Persons with Disabilities from the Ministry of Social Justice and Empowerment, Government of India for this program. This award was presented by the Honorable President of India to Deepinder Goyal – Founder & CEO, Eternal Ltd.

- **Promoting women delivery partners:** We continue to strengthen women's participation across the delivery value chain through benefits, including higher payouts and added benefits such as short-distance delivery options, safety and hygiene kits, period leave, the choice of traditional kurtis and extended insurance with maternity coverage. In FY25, over 3,000 women delivery partners fulfilled ~4.5 million orders across Zomato and Blinkit. In March 2025, we also launched Women's Riding Centers to train women in two-wheeler riding, help them get familiar with delivery partner apps and provide them guidance on working independently.

- **Support for delivery partners:** We strengthened our ecosystem of support for delivery partners by focusing on their socio-economic growth. In FY25, we facilitated insurance payouts of over INR 70 crore (INR 164 crore cumulatively since FY22), with 55% of claims covering non-accident medical expenses. Our partnership with Haqdarshak enabled 1,341 delivery partners to access government schemes and insurance programs, unlocking benefits worth INR 36 crores. We also collaborated with ClearTax to support 95,000 delivery partners in filing income tax returns, helping them build financial documentation required to access structured credit. Further, in collaboration with the National Stock Exchange, we delivered financial literacy training to 13,000 partners.

Upholding human rights

At Eternal, we are committed to respecting the fundamental rights of all who are directly or indirectly related to our business across the value chain which includes our employees, business partners and the communities where we operate. We have a comprehensive human rights policy which details our stance to maintain an equitable and inclusive workplace that has zero tolerance for any form of human rights violations.

Human rights due-diligence

In FY25, 100% of Eternal's operations underwent a human rights assessment. We engaged an independent external organization to conduct the assessment which covered the following aspects:

- **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 programs and policies

- **Fair and equal remuneration:** Compensation practices

- **Freedom of speech:** Grievance and feedback mechanisms

- **Workplace discrimination and harassment:** Discrimination (age, gender, ethnicity, sexual preference,color, disability, etc.) as well as mental and sexual harassment

- **Learning and development:** Skill development programs for career progression and professional growth

- **Diversity and inclusion:** Equal opportunity, diversity and inclusion

The assessment consisted of the following steps:

- Focused discussion with representatives of HR, Facilities, and Governance, Risk and Compliance teams 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 offices, stores and warehouses (on a sample basis) with contract workers.

- Comprehensive site tours in offices, stores and warehouses (on a sample basis).

As per the results of the Human Rights assessment conducted, no significant risk was identified. Additionally, we periodically review our policies and procedures to ensure that our risk mapping of potential issues (if any) is updated and risks identified (if any) are mitigated accordingly.

We continue to train and sensitize our workforce on key human rights aspects to ensure that our operations remain responsible, compliant and aligned with our commitment to protecting the dignity of all stakeholders.

Human rights training coverage

Category	Male	Female	Others
Permanent employees	91.57%	93.56%	100.00%
Other than permanent employees	50.33%	74.87%	100.00%
Contract workers	68.73%	65.99%	–

Upholding human rights (continued)

Human rights due-diligence

We encourage our employees, partners and community to speak up about any concerns/complaints they may have. Any concerns reported are kept confidential and addressed promptly by our Internal Complaints Committee. Our process is built to ensure that the complainant and anyone who assists or cooperates as part of an investigation is protected and not subject to any retaliation.

Categories	No. of complaints FY25
Sexual harassment	34*
Discrimination at workplace	0
Child labor	0
Forced labor / Involuntary labor	0
Wages	0
Others human rights-related issues	0

POSH complaints	FY25
Total complaints reported under sexual harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	34*
Complaints on POSH as a % of female employees/ workers	0.42%
Complaints on POSH upheld	32

*The reported cases under pending resolution pertain to those filed in the last week of March'25, both cases were resolved within the stipulated timeline.
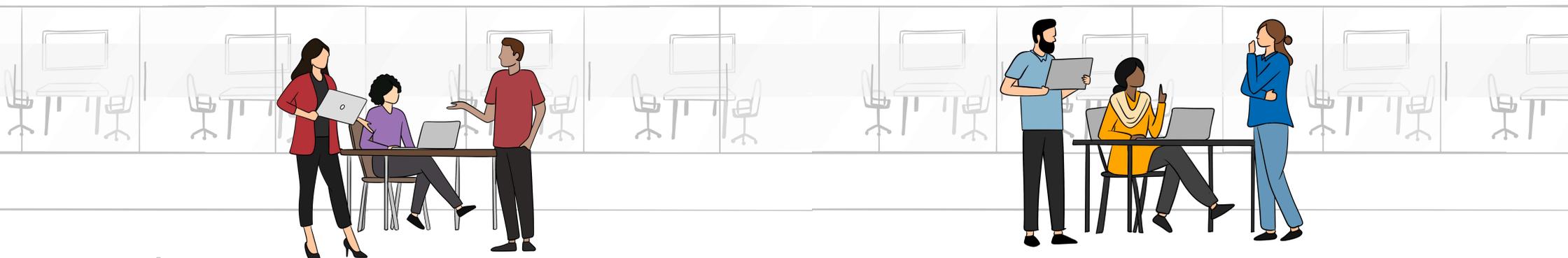
Health, safety and wellbeing for all

Employee wellbeing

We proactively adopt people-first policies that place the wellbeing of our employees at the core of everything we do. Our key measures for employee wellbeing include:

- **Insurance coverage:** 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.

- **Diagnostic and telehealth services:** We have partnered with Plum Telehealth to provide employees access to free consultations with over 20 specialists and a network of more than 70 doctors. We also facilitate discounts on diagnostic services, dental consultations and free vision checkups.

- **Leave benefits:** 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.

- **Comprehensive wellness:** To ensure physical and mental wellbeing of our employees, we have a dedicated wellness team in place. This comprises an in-house team of trained psychologist and counselors, nutrition counselor and physical fitness experts. We also have gym facilities in our corporate office.

- **Day care facilities:** 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.

Category	Health insurance			Accidental insurance			Maternity benefits		
	Male	Female	Others	Male	Female	Others	Male	Female	Others
Permanent employees	100%	100%	100%	100%	100%	100%	–	100%	100%
Other than permanent employees	100%	100%	100%	100%	100%	100%	–	100%	100%

Health, safety and wellbeing for all (continued)

Contract worker wellbeing

To ensure the wellbeing of our contract workers, we have taken the following steps:

- **Health and accident insurance:** Health insurance coverage is provided to workers through a combination of Employee' State Insurance (ESI) and additional medical insurance.

- **Maternity benefits:** We provide maternity benefits to all our female contract workers.

- **Safety first:** All workers receive mandatory, job-specific safety training, which is conducted regularly. These comprehensive programs cover first-aid, PPE (Personal protective equipment), chemical/electrical safety and are supplemented by daily safety briefings to reinforce awareness and enhance emergency preparedness in the facilities.

- **Supportive working conditions:** We engage with representatives/supervisors on a day-to-day basis to ensure employees and workers' concerns including working conditions are addressed effectively.

We also record and monitor working hours of contract workers to ensure that they are not subjected to excessive working hours and are fairly compensated for overtime work.

Category	Health insurance		Accidental insurance		Maternity benefits	
	Male	Female	Male	Female	Male	Female
Contract workers	97.69%	97.17%	97.69%	97.13%	–	100%

Health, safety and wellbeing for all (continued)

Health and safety

At Eternal, health and safety of our workforce has always been one of our biggest priorities. The Board of Directors of the respective legal entities maintains oversight on health and safety-related matters and reviews them on a quarterly basis. We have a comprehensive Occupational Health and Safety (OHS) management system in place to ensure the safety and well being of our employees and workers across offices and facilities.

In order to identify risks and allow our workforce to raise concerns and share observations, we launched a Safety Reporting System (SRS) in FY24. The centralized system allows us to seamlessly track, analyze and resolve health and safety concerns swiftly. In addition, 100% of offices under our established operational control are ISO 45001 certified.

Additionally, we conduct health and safety assessments including due diligence reviews, internal audits and third-party inspections, the risks and observations from which are promptly addressed through targeted interventions and operational improvements. We also have an integrated action plan to respond to emergency situations.

Safety incident	Category	FY25
LTIFR per one-million-person hour worked*	Employees	0
	Contract workers**	0.23
Fatalities	Employees	0
	Contract workers**	1

*24 hours away from work has been considered for the calculation of LTI.
**Contract workers refers to third party workers including housekeeping, security, technical and operations staff, pantry staff, nurse, emergency medical technicians, etc.
Delivery partners are value chain partners and hence, they are not part of Eternal's workforce.

National safety week celebration in Hyperpure warehouse.

All reported incidents undergo a structured root cause analysis. Based on the findings, we implement corrective and preventive actions (CAPA) at the respective locations. Key learnings from the incidents are shared with other facilities to avoid recurrence of similar events.

Health, safety and wellbeing for all (continued)

Building a culture of safety

In order to build a proactive safety culture, we continue to work on embedding a health and safety focused mindset amongst our workforce. We run Environment, Health and Safety (EHS) campaigns throughout the year, such as Road Safety Month, National Safety Week and Fire Services Week. These events engage all levels of personnel and promote participatory learning through demonstrations, contests and expert sessions. We continue to strengthen health and safety awareness and systems for our workforce.

Some of our key initiatives in this regard include :

National safety week celebration in Eternal's corporate office.

Warehouse staff taking road safety pledge during road safety month.

First aid training in Hyeprpure warehouse.

- **National Safety Week 2025:** We launched the 'Safety@Work' campaign, aimed at reinforcing the importance of workplace safety through engaging initiatives. Activities conducted across locations included safety pledges, interactive games, safety quizzes and other awareness-building activities. As part of the campaign, over 1,000 employees were recognized and rewarded for their contributions to strengthening our safety culture. We also introduced the '7 Habits of Eternal Safety Champions' across offices and facilities to inculcate safety habits.

- **Road Safety Month:** In line with the National Road Safety Month observed by the Ministry of Road Transport & Highways (MoRTH), Government of India, the EHS team organized awareness activities across 21 warehouses, engaging over 1,300 participants. These sessions included a road safety pledge, through which participants committed to responsible behavior on the road, along with quizzes and other interactive learning activities.

- **First-aid preparedness:** We strengthened first-aid readiness in our facilities through certified training programs. Some of the topics covered included emergency action plans, Basic Life Support (BLS), Cardiopulmonary Resuscitation (CPR), bleeding and wound care, shock and injuries. The training is supplemented with structured safety induction modules delivered via in-house training videos, especially focusing on safe operations and emergency readiness in warehouses and dark stores.

Health, safety and wellbeing for all (continued)

- **Emergency preparedness:** All warehouses and offices have on-call ambulance services available, ensuring immediate medical assistance is available in the case of an emergency. We also ensure that emergency evacuation plans are displayed in all our facilities.

- **Health and safety training:** We ensure all our workforce receives health and safety training. All operational staff, including contract workers, receive mandatory safety training specific to the risks associated with their work environment.

In FY25, we trained 1.9 lakh dark store workers and 0.59 lakh warehouse workers on safety guidelines and procedures including fire safety, ergonomics and electrical risks. In addition, daily safety huddles are conducted to reinforce awareness and encourage vigilance on the shop floor.

Health and safety training coverage

Category	Male	Female	Others
Permanent employees	91.88%	96.91%	100.00%
Other than permanent employees	47.81%	73.33%	100.00%
Contract workers	68.47%	65.87%	–

National safety week awareness building workshop in Hyperpure warehouses.

Health, safety and wellbeing for all (continued)

Delivery partner health and safety

At Eternal, we are deeply committed to constantly improving the health, safety and wellbeing of our delivery partners. As with many logistics businesses, there are multiple real road safety risks partners encounter - such as inclement weather, poor roads and stray dogs. There are also some perceived risks linked to an incorrect understanding of the business model.

We have taken several initiatives to address various kinds of risks, both real and perceived –

1. **Enabling faster deliveries through store location, optimal assignment of orders and better routing:** The most common concern voiced by stakeholders is that faster delivery promises translate into pressure on delivery partners to drive unsafely. However, in both Zomato and Blinkit delivery partner applications, partners are not shown customer-facing time promises. We ensure that there is no "10-minute timer" or countdown in the delivery app.

   The business model behind 10 minute or faster deliveries relies on our stores being closer to customers and is not enabled by higher speeds on the road. In 2025, the average distance travelled per order on Blinkit was 2.03 km. Average driving time was ~8 minutes, which implies an average speed of ~16 km/h.

   On Zomato, where delivery times are longer, average driving speeds in 2025 were ~21 km/h. Average driving speeds are broadly similar across Zomato and Blinkit which proves that 10 vs 30 min delivery time is not affected by driving speed.

2. **Road safety training:** All delivery partners have to mandatorily complete a road safety module at the time of onboarding. The module explicitly advises riders against engaging in any unsafe or illegal riding behaviours. We also run ongoing online training modules and share videos with riders to reinforce road safety rules and guide on riding under varied weather conditions Further, we conduct periodic awareness programs and training on health and safety for our delivery partners in collaboration with local authorities such as traffic police and health organizations.

3. **Weather-proof apparel and bags with reflector strips:** We facilitate access to rain coats, winter jackets, rain shoes and helmets to protect delivery partners while they are on the road.

4. **SOS Service:** SOS service is available to provide immediate support to all delivery partners in case of emergencies, including accidents, vehicle breakdown, etc. Further, we have expanded free ambulance services to 800 + cities in FY25 to ensure delivery partners are transferred to the nearest health facility in case of an emergency.

5. **Insurance coverage:** We prioritise the wellbeing of our delivery partners by providing free of cost accidental and medical insurance coverage, inclusive of disability and death benefits for which premiums are borne entirely by Eternal. Further, we have added maternity benefits in the insurance plan to cover all pregnancy-related costs for female delivery partners.

Health, safety and wellbeing for all (continued)

Delivery partner health and safety

In 2025, Zomato and Blinkit spent over ₹100 crore on insurance coverage for delivery partners.

Coverage includes:

- Accident insurance with coverage of up to INR 10 lakh

- Medical insurance with coverage of INR 1 lakh plus OPD coverage of INR 5,000

- Loss of pay insurance of up to INR 50,000

- Maternity insurance with coverage of up to INR 40,000

6. **Emergency Heroes Program:** Through our Emergency Heroes Program, we equipped delivery partners with essential first aid and CPR (Cardiopulmonary Resuscitation) skills, enabling them to respond swiftly to emergencies in case of accidents and extend assistance to the public. Till 31 st March 2025, we have equipped ~ 52,000 delivery partners with these skills.

Delivery partner's safety is a challenge we need to solve at a community, society and ecosystem level, in partnership with road builders, rule enforcers, customers and delivery partners, regardless of the platform they work with.We are keen to partner with road safety experts and organizations who may have insights and reliable technologies to enable good riding and safer roads for delivery partners associated with Zomato and Blinkit.

We have set up a dedicated email, roadsafety@eternal.com for suggestions and innovations that can help make deliveries safer for everyone.

Governance

We are committed to maintaining high standards of transparency, ethics and integrity. Our policies, procedures and internal controls are built to ensure that we consistently meet regulatory requirements, mitigate risks and uphold the highest standards of corporate governance. We guide our actions with strong integrity and foresight, fostering stakeholder trust and driving long-term progress.

This section will cover:

- Sustainability governance
- Risk management
- Ethics and compliance
- Cybersecurity and data privacy
- Stakeholder engagement
- Responsible sourcing at Eternal
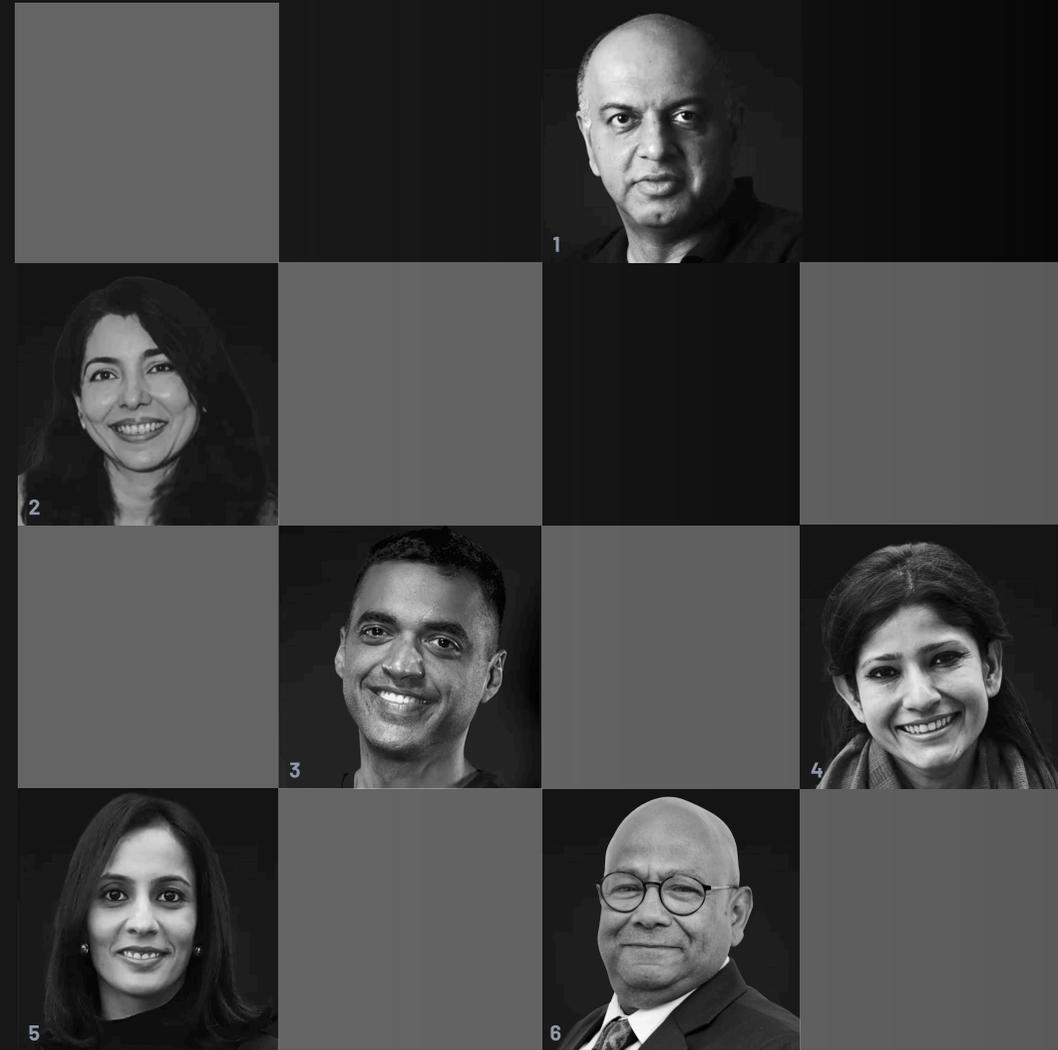
Below is the list of our Board of Directors:

1. *Sanjeev Bikhchandani : Non-Executive Director*
2. *Sutapa Banerjee: Independent Director*
3. *Deepinder Goyal: Founder, Managing Director & Chief Executive Officer*
4. *Namita Gupta: Independent Director*
5. *Aparna Popat Ved: Independent Director*
6. *Kaushik Dutta: Chairman & Independent Director*

The information throughout this factsheet pertains to Eternal Limited's Board of directors, unless otherwise stated.

Sustainability governance

The **CSR committee** is a sub committee of Eternal Ltd's Board of Directors that maintains oversight on sustainability strategy and programs including climate, energy, waste, water, emissions, diversity, human rights etc. The CSR committee is supported by the ESG team which is a management level committee.

The ESG team comprises the 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 Eternal Limited's Board of Directors.

CSR Committee

Chairman		
Deepinder Goyal Managing Director and Chief Executive Officer	**Namita Gupta** Non Executive & Independent Director	**Aparna Popat Ved** Non Executive & Independent Director

CSR Committee: ESG aspects, represented by the CSO, are integrated with the CSR Committee that is reporting to the Board

ESG Team

Chief Financial Officer	Chief Sustainability Officer	General Counsel – Legal & Secretarial
	Head – People and Operations	Head – Governance, Risk & Compliance

ESG Team: The team is responsible to drive the sustainability agenda along with the corporate sustainability team.

Corporate Sustainability Team: Led by the CSO, Sustainability team works with various business teams and functions across the organisation to implement sustainability initiatives

Corporate Sustainability Team → Cross-functional team collaboration across the organisation

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

The listed policy links are for Eternal Limited. For the subsidiary's policies, kindly refer to Hyperpure governance and Blinkit resources page.

Risk management

Risk management is a continuous and dynamic process and we believe that a structured approach is essential in achieving our long term goals. Our comprehensive risk management framework guides our decision-making and enables us to proactively identify, assess and address potential risks. The Board of Directors of Eternal Limited have constituted a Risk Management Committee which designs, implements and monitors the company's risk management procedures. Eternal's risk exposure is reviewed periodically and the findings are presented to the Risk Management Committee on a bi-annual basis. We continuously monitor the effectiveness of our risk management procedures through internal audits, the findings of which are reported to the Audit Committee. We also preemptively conduct risk assessments prior to launching new products/services.

We have strategies in place to promote an effective risk mitigation culture. All new joiners undergo Code of Conduct (CoC) training during induction which includes risk management topics such as anti-bribery and anti-corruption, information security, data privacy, prevention of insider trading , conflict of interest, human rights etc. In May 2025, we launched an online CoC training through our learning platform supported by an annual employee sign-off.

The Governance, Risk and Compliance team is responsible for driving the Eternal's risk management practices. Risks are evaluated based on impact and likelihood, and the effectiveness of mitigants is assessed to ensure appropriate response strategies. This structured approach promotes transparency, minimizes potential adverse impacts on business objectives and strengthens our position by highlighting risk trends, exposures and emerging threats at both the overall and business segment levels. Following are the new and emerging risks identified in FY25 :

New and emerging risks

Black Swan	Artificial Intelligence
Unforeseen catastrophic events such as geopolitical tensions, terrorist attacks or trade conflicts pose significant operational and financial risks.	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.
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 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.
Eternal is in the process of strengthening its existing Business Continuity 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.	Additionally, a comprehensive governance mechanism is being implemented to ensure continuous monitoring, timely detection and correction.

For more details of risks identified for Eternal, please refer page 50-53 of FY25 annual report.

Ethics and compliance

Eternal's policies and procedures are designed to build resilient culture- "To always be ready for the sunshine test". We have comprehensive policies in place to ensure that we work in a transparent and ethical manner.

Employee Code of Conduct

Our Employee Code of Conduct reflects Eternal's commitment to the highest standards of ethical, responsible and transparent business conduct. It outlines key responsibilities for all employees, including complying with laws, ensuring fair competition and preventing bribery, corruption and money laundering.

We are an apolitical organization and make no political contributions, and the Code provides clear guidance on engaging appropriately with third parties and government stakeholders.

The Code of Conduct also guides employees on avoiding conflicts of interest, respecting human rights and equality at the workplace and safeguarding company information and assets. We have a strong mechanism to review and address any breaches through appropriate disciplinary action.

Anti-bribery and anti-corruption

We have an Anti-Bribery and Anti-Corruption Policy that demonstrates our stance on bribery and corruption practices and the 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 outlines clear expectations and defines prohibited conduct.

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-Bribery and Anti-Corruption is mandatory for all employees at the time of induction. We reiterate the policy guidelines through online training modules.

Zero Directors/ KMPs/employees/ workers against whom disciplinary action taken/ fines levied by law enforcement for the charges of bribery/corruption in FY25

Ethics and compliance (continued)

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 while respecting rights and choices of our employees is an important part of maintaining the integrity of our business. To this end, we have a conflict of interest policy that applies to all employees detailing principles and procedures to identify, manage and disclose potential conflicts of interest.

At the time of joining, all employees undergo training on what constitutes a conflict of interest. We mandate that employees who have any conflict of interest must submit the same through our internal portals to be reviewed by the Governance, Risk and Compliance team to help identify solutions/corrective actions via discussion. Any Employee who is aware of any potential violation of this policy is required to report to coc.concern@eternal.com.

Through the Code of Conduct for Board of directors and Senior Management Personnel, all members of management one level below the executive Director are mandated to disclose any potential 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.

Business partner code of conduct

Our Business partner Code of Conduct outlines the ethical, legal and operational standards we expect our business partners to uphold. The policy is applicable to all entities and individuals who supply products, equipment, materials or provide services to Eternal including agents, sub-contractors and representatives/employees of such Business Partners.

We expect transparency in financial practices, strict compliance with anti-bribery, anti-corruption, anti-tax evasion, competition and data protection laws and responsible handling of confidential information. We also require our business partners to uphold labour and human rights, maintain safe working conditions, prevent child and forced labour and comply with all labour and environmental regulations.

In case of any breach of the terms of this Code of Conduct by a Business Partner, Eternal reserves the right to terminate all existing arrangements/contracts with immediate effect.
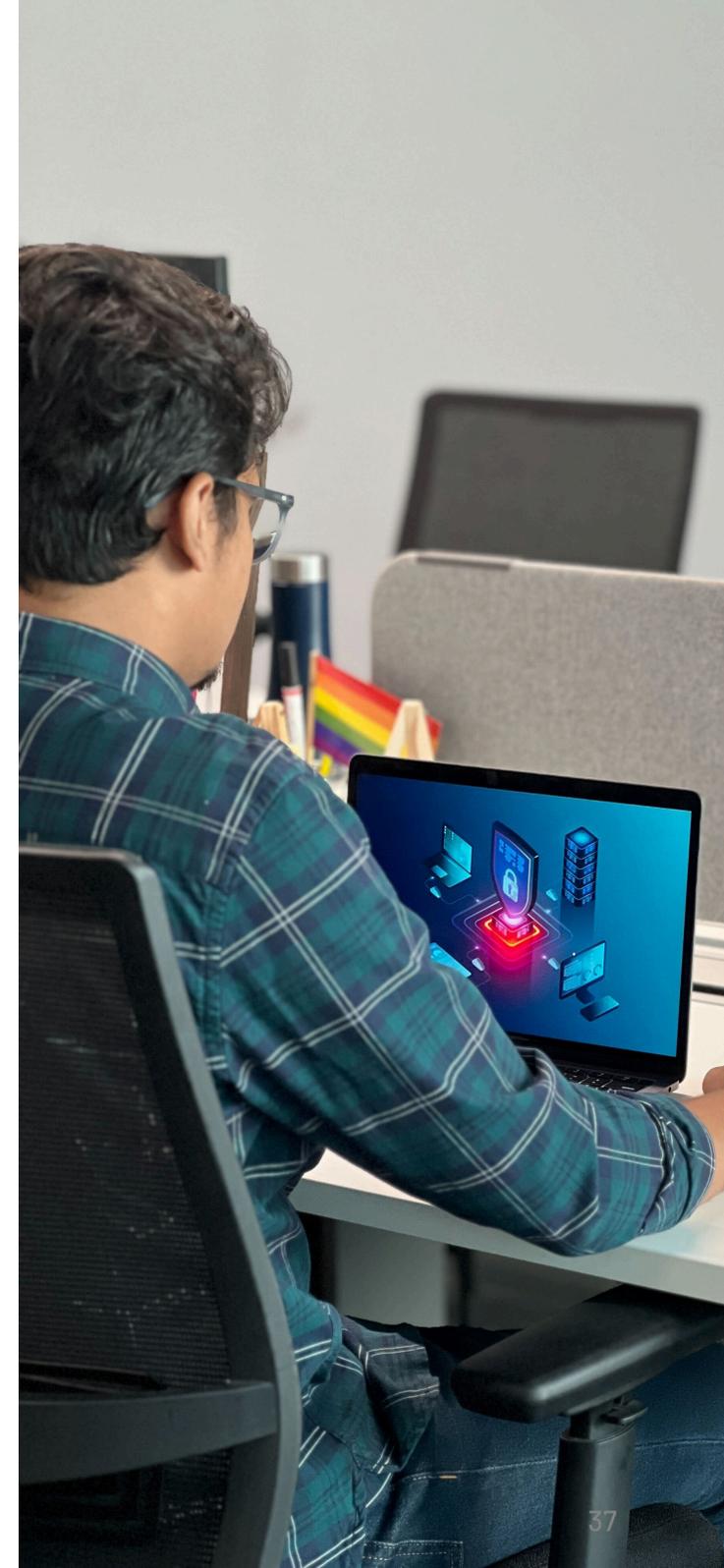
Cybersecurity and data privacy

As a technology platform, cyber security, information security and data privacy are of the utmost importance at Eternal. We have robust measures and governance practices in place to protect Eternal and its customers' information from external threats.

Governance structure

Eternal's governance structure for cybersecurity and data privacy is built involving key leaders from the technology, security and GRC teams. At the executive level, the Chief Executive Officer holds overall accountability for cybersecurity. The CEO is supported by the Risk Management Committee (RMC) which holds responsibility for driving the implementation of the cybersecurity strategy and monitoring its effectiveness.

Leader of technology team	Leader of security team	Leader of governance and risk team
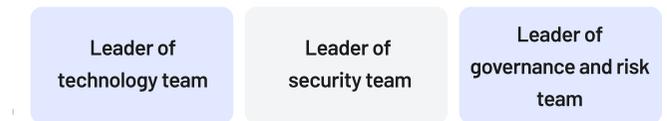
Our Information Security Management governance structure is safeguarded by our Security Lead.

Operational oversight is led by the Site Reliability and Security Lead. The GRC team maintains continuous communication with the RMC and reporting any cybersecurity-related risks or concerns. GRC team briefs the Audit Committee on information and cyber security matters quarterly. To reinforce data privacy governance, Eternal has also appointed a Data Protection Officer (DPO), who serves as the central point of contact for all data privacy matters, ensures compliance with applicable regulations and leads organizational awareness and training efforts.

Information security policy

Our Information Security policy is aligned with the overall objective of Eternal to protect the Confidentiality, Integrity and Availability (CIA) of the Information systems, Information Assets and the Information. The policy is applicable to all Eternal office locations and users worldwide, including employees. It sets clear expectations around secure access, asset management, change management, network and application security, incident reporting and business continuity.

We have a comprehensive incident management system which ensures that any event that could impact the confidentiality, integrity or availability of our information is quickly identified, assessed and resolved. All incidents - IT or non-IT are logged, analyzed and escalated based on predefined criteria, with timely reporting to relevant authorities wherever required.

Privacy policy

Our Privacy Policy outlines how we collect, use, store and protect the personal information obtained when using our products and services. The policy details the different forms of personal information that may be collected when an individual is using our services and its associated use. We are committed to using data solely for its intended purpose and obtaining it through lawful and transparent means and taking explicit consent where required.

The policy also details the rights of individuals over their data, including choices regarding communication preferences and account deletion.

Our Privacy Policy is embedded in group-wide risk/compliance management and applies to our 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.

Zero instances of data breaches in FY25

Cybersecurity and data privacy measures

- **ISO 27001 certification:** 100% of our operations are ISO 27001 certified reflecting our focus on systematic information security management practices that meet globally recognised standards. During the fiscal year, we also upgraded to ISO 27001:2022 certification for our Information Security Management Systems.

Cybersecurity and data privacy (continued)

- **Security assessments:** To keep our systems secure and up to date, we follow a regular review process. This includes internal and third-party audits of our cybersecurity and data privacy practices. We also carry out Vulnerability Assessments (VA) and Penetration Testing (PT) evaluations including simulated hacker attacks and third party reviews.

- **Crowdsourced security:** We also use a crowdsourced security model for ongoing protection. Through our bug bounty program on HackerOne, we work with penetration testers and cybersecurity researchers from around the world who help us continuously assess and strengthen the security of our IT security systems and infrastructure.

Safeguarding customer information

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

- Administering our core services, diagnose technical problems, process and respond to queries

- Understanding users (what they do on our platforms , what features they like, how they use our services, etc.), improve the content and features of services (such as by personalizing content to their interests), process and complete transactions and make special offers

- Sending communications that customers have requested or that may be of interest to them

- Enabling us to show ads that are relevant to customers

- Generating and reviewing reports and data about, and to conduct research on, our user base and service usage patterns

- Providing them with customer support

We have implemented appropriate physical, electronic and managerial procedures to safeguard and help prevent unauthorized access to 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, 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 the 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.

Stakeholder engagement

At Eternal, we value the concerns of all our stakeholders. We regularly engage with stakeholders to understand their needs, utilizing their feedback to design programs that promote long-term sustainable value for all. Additionally, we regularly engage with local stakeholders via various channels to identify their emerging concerns to make improvements and design innovative offerings to meet their expectations from our business. We also conduct regular surveys and impact assessments of projects that involve local stakeholders.

As part of our commitment to ensure responsible engagement with our stakeholders, we uphold high standards of integrity in 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. We also remain mindful of and take active measures to protect vulnerable groups in the process.

Customer centricity

In our food delivery business, our customer centric innovations are guided by our Accessibility, Affordability, Assortment and Quality (AAAQ) framework to help us reach our goal of serving the next billion consumers across food delivery and dining-out. We also constantly endeavor to look for ways to improve customer experience across the businesses housed in our subsidiaries including our quick commerce and B2B supplies businesses.

For example, in our quick commerce business, we continued to expand assortment to address more use-cases for our customers. Extending our services to urgent medical care, Blinkit introduced a 10-minute ambulance service in Gurugram.

In-app experience: We regularly track customer satisfaction with respect to their in-app user journeys. The following percentage of customers rated their experience with four or five stars:

- **Zomato: Food delivery and dining** – 93.50%*

- **Hyperpure** – 87.92%*

- **Blinkit: Grocery in 10 minutes** – 90.39%*

Aggregate of app rating on Apple App Store and Google Playstore between January to June 2025

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 for our online ordering and food delivery business. We plan to scale this program for our subsidiaries in the near future. The program is 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). The assessment was based on voluntary disclosures, public data and certifications like SA 8000, ISO 14001, ISO 45001, etc.

- The assessment was also 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)
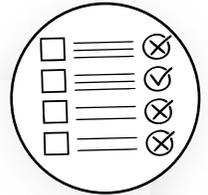
Pillar 3: Preferential suppliers

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 survey 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

Source: Press Trust Of India

Food delivery economy crucial as it generates large-scale employment

Source: Press Trust Of India

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

Source: Storyboard18

Zomato receives National Award for its livelihood project for PWD

Source: Mint

Media coverage (continued)

Zomato's women delivery partner initiatives win prestigious UN Women Empowerment Principles Award

Source: Passionate In Marketing

Zomato launches safety program to detect delivery partner accidents

Source: Financial Express

Zomato concludes the second edition of Plastic-Free Future Packathon, graced by Shri Sanjiv, Startup India DPIIT
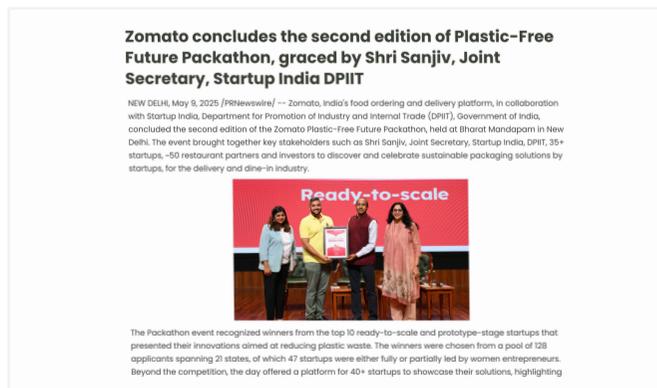
Source: Business Today

Zomato Unveils First Delivery Partner Wellbeing Survey

Source: Press Trust Of India

Media coverage (continued)

Zomato pilots EV rental bike fleet for delivery partners in Delhi

Source: YourStory

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

Source: BW Disrupt

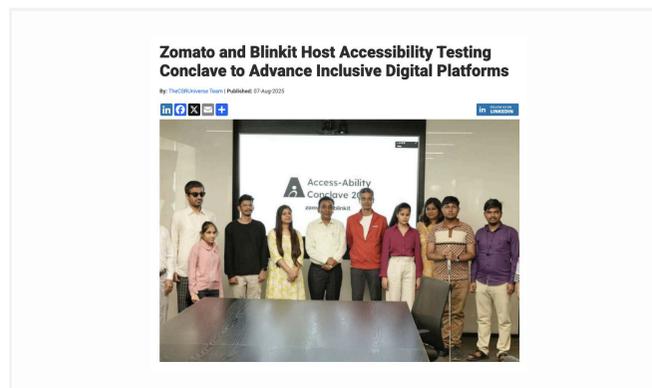### Zomato introduced 'Accelerated Safety response' program to enhance delivery partner safety
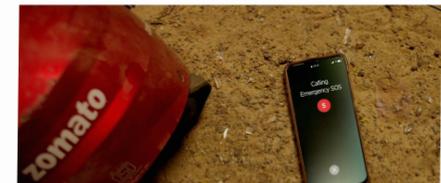
Source: Mint

Gurgaon woman lauds Blinkit's 10-min. ambulance service for saving grandfather; calls it 'gold standard'
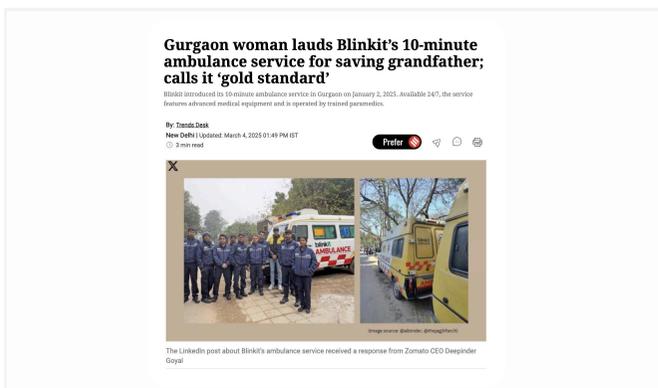
Source: NA

Zomato and Blinkit host accessibility testing conclave to advance inclusive digital platforms

Source: NA

Annexure

Annexure 1

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INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT

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 (formerly known as Zomato Limited)** (the "Company" or "Eternal") vide our engagement letter dated November 21, 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 of Eternal (Standalone) and its select subsidiaries FY 2025" for the year ended March 31, 2025 (the "Report"). 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 hereto. The reporting boundary is the Company and its select subsidiaries (Blink Commerce Private Limited ("BCPL") and Zomato Hyperpure Private Limited ("ZHPL")), as disclosed in the "About this factsheet" section of the Report, with any 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 as under:

- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated November 11, 2024 (the "SEBI Master Circular");
- Industry Standards on Reporting of BRSR Core as per SEBI Circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated December 20, 2024;
- 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
- Management criteria (Refer Sustainability Indicators in Part B of Appendix I hereto).

4. **Management's Responsibility**

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Identified 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 selected Criteria. This responsibility includes design, implementation and maintenance of internal controls relevant to the preparation of the Report and the

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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.

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 the SEBI Master Circular and its clarifications thereto 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.

Annexure 1 (continued)

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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.

10. Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information as listed in Appendix I and presented in the Report for year ended March 31, 2025 is free from material misstatement, and has been 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 and its select subsidiaries sustainability performance and activities within reporting boundary. 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)

Pratiq Shah
Partner
Membership No. 111850
UDIN: 26111850ZNOMEK3023

Place: Mumbai
Date: January 16, 2026

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APPENDIX I

Part A

Sustainability Information subject to limited assurance using criteria (other than management criteria) as mentioned in paragraph 3 of the report

S. No.	Description
1	Energy Consumption
2	Waste Management
3	Water Withdrawal, Consumption and Discharge
4	Scope 1 & 2 GHG Emissions
5	Scope 3 GHG Emissions (Refer Note 1)
6	Avoided GHG emissions
7	Carbon offset
8	Employee & Worker Headcount by gender
9	Employee Well-being Measures coverage
10	POSH complaints
11	Data breaches

Note 1: Scope 3 Category wise GHG emissions

S.No.	Category
1	Purchased goods and services and capital goods
2	Upstream leased assets
3	Fuel & energy-related activities (not included in Scope 1 or Scope 2)
4	Business travel
5	Employee commuting
6	Waste generated in operations
7	Upstream transportation and distribution
8	Downstream transportation and distribution
9	End-of-Life Treatment of Sold Products

Annexure 1 (continued)

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APPENDIX I

Part B

Sustainability Information subject to limited assurance using Management Criteria as mentioned below:

S. No.	Description	Criteria
1	Lost Time Injury Frequency Rate (LTIFR)	LTIFR = Lost Time Injury (LTI) / Total Manhours Worked * 1000000 LTI refers to an incident resulting in injury or death that leads to the affected individual being away from work for at least one working shift immediately following the incident. Total Manhours Worked represent the total hours worked by permanent employees and contract workers as at 31 March 2025, computed as the number of working days multiplied by the standard working hours.
2	Mean/Median remuneration of permanent employees	Mean/Median of the Annual Cost to Company (CTC) remuneration of members of the Board of directors, Key Management Personnel, and permanent employees, bifurcated into male, female & others as at 31 March 2025.
3	Turnover rate for permanent employees	Numerator: The total resignations and transfers for the year. Denominator: Average of opening and closing headcount for the reporting period.
4	Workforce Breakdown by gender for: • Management positions • Management positions in revenue generating functions • Science, Technology, Engineering and Mathematics (STEM) related positions	Management positions: The Company has defined specific designations classified as management roles and further sub-categorised them into Top, Middle, and Junior management levels for the purpose of reporting representation by gender. Management positions in revenue generating functions: The Company has identified certain departments classified as revenue-generating functions, and employees engaged within these departments have been considered for the purpose of reporting representation by gender. STEM related positions: The Company has adopted a three-tiered assessment approach and identified specific departments, sub-departments, and designations where STEM-related skill sets are applied, and the employees identified through these levels have been considered for the purpose of reporting STEM-related positions, with representation reported by gender.

Annexure 2

GHG methodology statement

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

Eternal'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 in the offices, where we have established operational control. 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:**
  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 co-working offices, third party operated warehouses and dark stores where operational control is not established.

- **Capital goods:** This category includes emissions from the purchase of capital assets in Hyperpure and Blinkit. 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.

  For online food ordering and delivery business, the emissions from capital goods are included under purchased goods and services category. The CAPEX includes fit-outs and equipment for our offices, laptops, etc, which are not a major contributor to total expenses.

- **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.

- **Upstream transportation and distribution:**
  This category includes emissions from first and mid mile transport of goods in Hyperpure. The first mile covers the transport of goods from the suppliers (business partners) to the Hyperpure warehouse. The mid mile transport is from warehouse to dark store and between 2 warehouses.

  A combination of spend and distance-based calculations is followed based on the availability of data.

- **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

Annexure 2 (continued)

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.

- **Upstream leased assets:** Emissions from directly leased offices, warehouses and dark stores over which the Company does not have operational control are accounted under the upstream leased assets category. This category includes emissions from purchased electricity and fuel used in Diesel generators

(DG) sets.

A combination of activity and spend-based approach is used for estimating emissions, depending on data availability. Electricity emissions are calculated using Central Electricity Authority emission factors (2024), fuel-related emissions using IPCC emission factors, and EEIO emission factors are applied for spend-based data wherever applicable.

- Downstream transportation and distribution: This category includes emissions from
  * Last mile deliveries from Hyperpure B2B warehouse to HoReCa business customers
  * Last-mile deliveries from Blinkit darkstore to quick commerce business customers
  * Last-mile deliveries from restaurants to food ordering business customers

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.

- **End-of-life treatment of sold products:** This category includes emissions from the end-of-life treatment of products sold by Hyperpure and Blinkit in the reporting year. It comprises

- the packaging products sold by Hyperpure
- gift bags and printing paper sold by Blinkit

Due to the limited data availability on the product disposal by the customers, we referred to India-specific research papers to understand the larger disposal method for each material category. Disposal related emission factors are referred from DEFRA.

Annexure 3

VERRA

Verified Carbon Standard

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 ▲PX

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.**

Ev.

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 'inc' 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.

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/C5jXIcFf6arYQrdA7hKJLHIADF%2FYqW90wvEs0rRBDZ3nNnSNzTLPHF48VEuSIHyH

The International Tracking Standard Foundation
Founders of I-REC

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.

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 1 0 2 0 2 7 9
https://api-internal.evident.app/public/certificates/en/5Hx%2FN2WTvG0NsEte4DLgNnNntgIDKvMANwJgCLlRuen5qL%2B9gMwII3ipEoB3gfPo

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
Zwolseweg 1, 2994 LB Barendrecht,
Netherlands

Erie Koek
Management Representative

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

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

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Annexure 6

DNV

MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:	Initial certification date:	Valid:
C671829	26 March 2024	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
Zwolseweg 1, 2994 LB Barendrecht,
Netherlands

Erie Koek
Management Representative

DNV

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

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Annexure 7