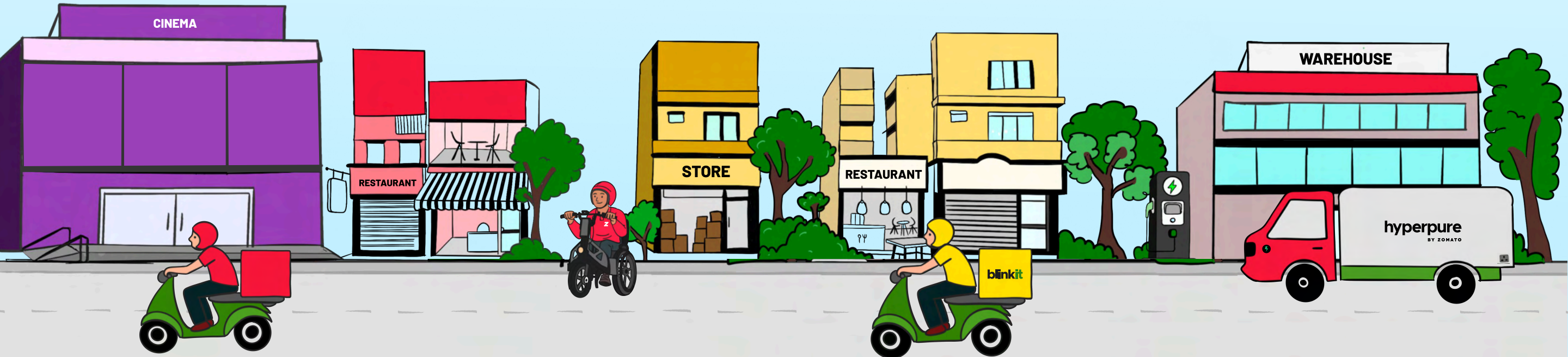


eternal

ESG Factsheet FY26



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 well-being 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’ pertains to the duration 1st April 2025 to 31st March 2026 (FY26), unless otherwise stated, for Eternal Limited (formerly known as Zomato Limited) and all its subsidiaries as on 31st March 2026, referred to as ‘Eternal’ in this Factsheet.

The reporting boundary for **social and governance disclosures** in this Factsheet, unless otherwise stated, pertains to the entire operations of ‘Eternal Limited’.

For **select environment disclosures**, unless otherwise stated, data reported pertains to 4 directly leased offices as on 31st March 2026.* In addition, our employees work out of 49 co-working spaces in India and the UAE. We also have 15 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 topic-wise 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 facilities 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 statements, kindly refer to Annexure 3.

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 subject to limited assurance by Deloitte Haskins & Sells LLP. For details on sustainability information subject to assurance, please refer to Annexure 2.



*One directly leased office in Chennai was operational till February 2026; therefore, environmental data from this office is covered till February 2026 within the respective indicators.
**Please refer to Annexure 2 for the Assurance statement.

About the Factsheet (continued)

Business overview

zomato

Food delivery

Food ordering and delivery business in India

Launched

2015

Footprint

900+ cities (India)

Adjusted revenue FY26 (INR crore)

11,698



blinkit

Quick commerce

Doorstep delivery of products across categories

Launched

2021 (acquired in Aug-22)

Footprint

250+ cities (India)

Adjusted revenue FY26 (INR crore)

37,779



hyperpure

B2B supplies

B2B business supplying quality food ingredients and other products to restaurants

Launched

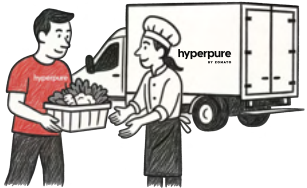
2019

Footprint

8 cities (India)

Adjusted revenue FY26 (INR crore)

5,366



district

Going-out

Enabling discovery and transactions across going-out experiences

Launched

2022

Footprint

800+ cities (India + UAE)

Adjusted revenue FY26 (INR crore)

973



Others (Bistro, Nugget, Greening India and other new initiatives that we may launch from time to time)

Adjusted revenue FY26 (INR crore): 87

Note: Please refer to Annexure 1 for details on Open-ness of business.

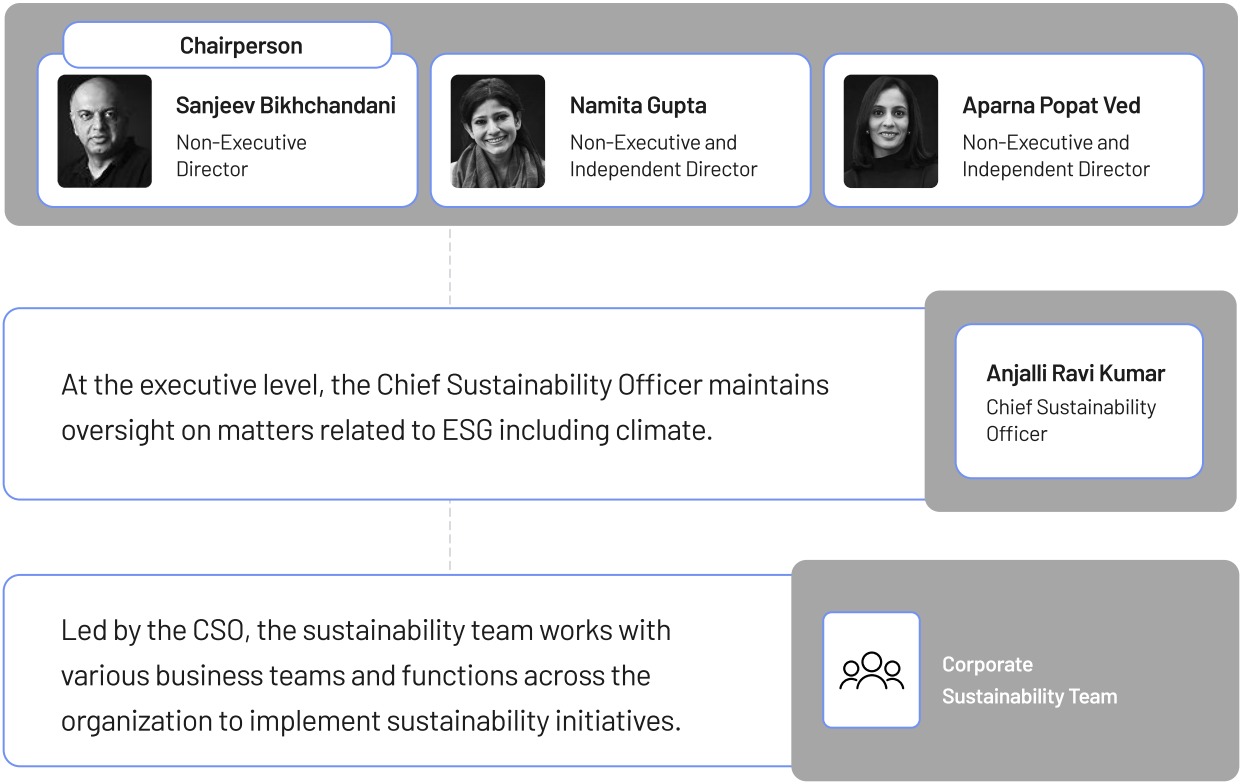


Sustainability governance

The CSR committee is a sub-committee of Eternal Limited'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 meets at least once a year to review and guide Eternal's ESG strategy and monitor the plan of action and progress made towards its ESG targets, including targets related to climate.

At the executive level, the Chief Sustainability Officer (CSO) maintains oversight on matters related to ESG including climate, supported by the ESG team. The ESG team reports achievements and progress to the CSR committee.

CSR Committee



*The listed policy links are for Eternal Limited.

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



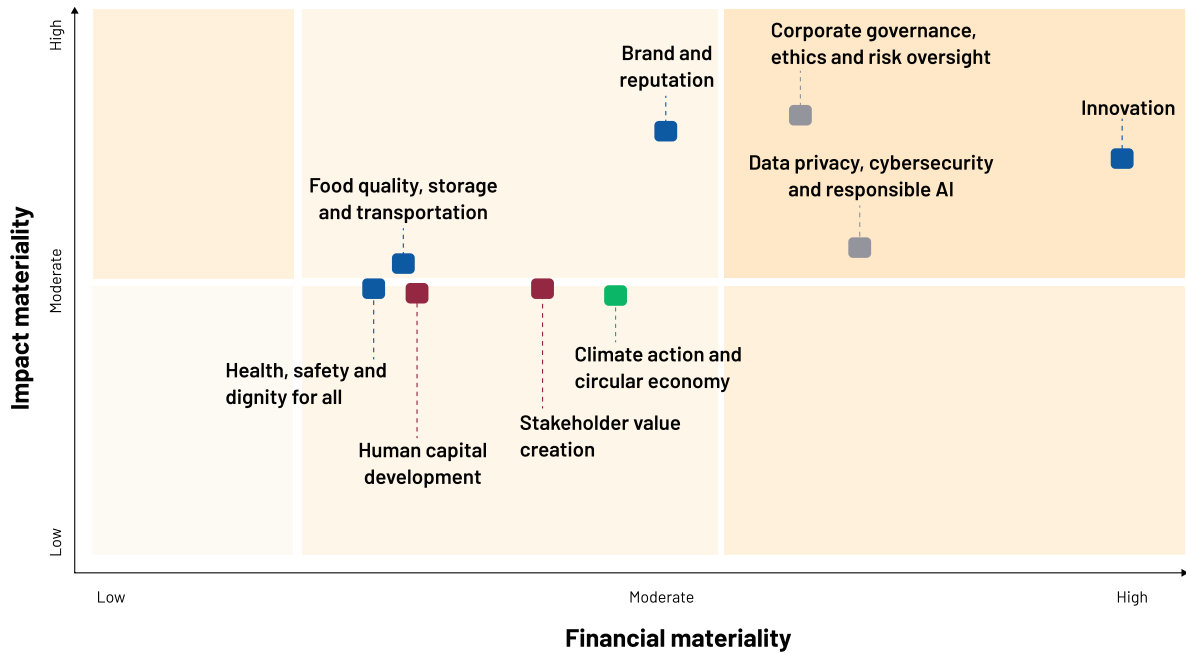
Double materiality assessment

In FY26, we conducted a double materiality assessment with an independent external organization to refresh our material ESG topics given Eternal’s considerable diversification and expansion since the last assessment was conducted in FY22. The FY26 assessment covered all four of Eternal’s key businesses: food ordering and delivery, quick commerce, going-out and B2B supplies. The assessment methodology evaluated sustainability topics through a dual lens:

- Impact our businesses have on people and the environment
- Potential financial implications of sustainability-related issues on our business performance

To ensure reliable outcomes, the assessment involved consultation with relevant internal and external stakeholders, including delivery partners, alongside reviews of documented surveys and feedback received through various channels.

Materiality matrix based on double materiality assessment



Our core sustainability pillars

- Climate action and circular economy
- Inclusive growth
- Responsible business leadership
- Corporate governance

The assessment consisted of the following key steps:

1. Mapping the value chain	Mapped Eternal’s business activities and value chain across upstream activities, own operations and downstream activities. This included reviewing the Company’s business model, strategic priorities, operating locations, business relationships and stakeholders to identify potential Impacts, Risks and Opportunities.
2. Preliminary identification of material topics	Developed a comprehensive list of potentially relevant ESG topics based on Eternal’s business context and global sustainability standards, which was refined through internal consultations and stakeholder engagement.
3. Stakeholder engagement	Engaged with relevant internal and external stakeholders through consultations and focus group discussions on Eternal’s actual and potential impacts and developed a broader understanding of relevant sustainability matters across Eternal’s operations and value chain.
4. Identification of impacts, risks and opportunities	Identified Impacts, Risks and Opportunities (IROs) using a dual materiality approach, informed by the EFRAG Materiality Implementation Guidance and Eternal’s existing Enterprise Risk Management framework.
5. Assessment and prioritisation of IROs	Assessed the identified IROs from impact and financial materiality perspectives using defined criteria for scale, scope, severity, likelihood and potential financial impact to determine material IROs.
6. Validation and finalisation	Reviewed and validated the assessment outcomes with relevant internal stakeholders and leadership to finalise the material sustainability topics for Eternal.

Our core sustainability pillars

The double materiality assessment resulted in the identification of nine topics qualifying as most material for Eternal. The results of the assessment have been reviewed and approved by the CSR committee of the Board of Directors. The outcomes have been integrated into our Enterprise Risk Management (ERM) framework and the material topics are reviewed internally on an annual basis.

The nine material topics identified through our double materiality assessment have been classified under four core ESG pillars aligned with UN Sustainable Development Goals (SDGs). These pillars build on the eight-theme framework we have followed since FY22, consolidating them into a sharper structure that reflects the business we operate today.

Sustainability pillars	Material topics	UN SDG alignment
 Climate action and circular economy	Climate action and circular economy	    
 Inclusive growth	- Stakeholder value creation - Human capital development	   
 Responsible business leadership	- Innovation - Health, safety and dignity for all - Food quality, storage and transportation - Brand and reputation	   
 Corporate governance	- Corporate governance, ethics and risk oversight - Data privacy, cybersecurity and responsible AI	



Key ESG highlights



Climate action and circular economy

- Doubled EV-based delivery partners to 1 lakh+ (100% YoY growth) who delivered more than 228 million orders
- 35,439.08 tCO₂e of emissions were avoided through EV-based deliveries, use of renewable energy, delivery optimization across food ordering and delivery, quick commerce and sustainable sanitary waste management
- 1 million saplings distributed under Greening India, our agro-forestry initiative live across six states with 3,000+ farmer partners with the potential to sequester 6 lakh tonnes of CO₂ over 30 years
- Delivered 100 million ‘low-plastic packaging’ food delivery orders from 10k+ restaurants
- ~7.5 lakh kg of food waste prevented through the Zomato Food Rescue initiative since launch



Inclusive growth

- Zomato and Blinkit generated income opportunities through delivery for 30 lakh+ gig workers
- 16,800+ active women workers across warehouses, stores and last-mile delivery as of March 2026 (100% YoY)
- 3,700+ persons with disabilities in last-mile deliveries as of March 2026 (90% YoY)
- 3x YoY growth in new farmer onboardings growing income for farmers
- 50% of Eternal’s Board members are women



Responsible business leadership

- Processed insurance payouts worth INR 200+ crore till date on medical and accidental insurance coverage for delivery partners
- 1.2 lakh+ free consultations and medicines worth INR 3.7 crore provided at dark stores to workers, delivery partners and their families
- Hyperpure achieved FSSC 22000 certification for select facilities
- Received Global G.A.P. certification for Hyperpure’s hydroponic farm in Gurugram
- Served 300 million meals to underprivileged children through Feeding India (June 2026)



Corporate governance

- Reported zero data breaches in FY26
- Zero Directors, Key Managerial Personnel (KMPs), employees, or workers faced disciplinary action or law enforcement fines for bribery or corruption in FY26
- Zero conflict-of-interest complaints against any member of the Board of Directors or Senior Management Personnel
- Continued to hold ISO 27001:2022 certification for the management of information security

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 environmental policies and initiatives are well informed. We also consistently monitor our performance on environmental parameters and take appropriate steps aimed at driving improvement and minimizing our impact on the environment.

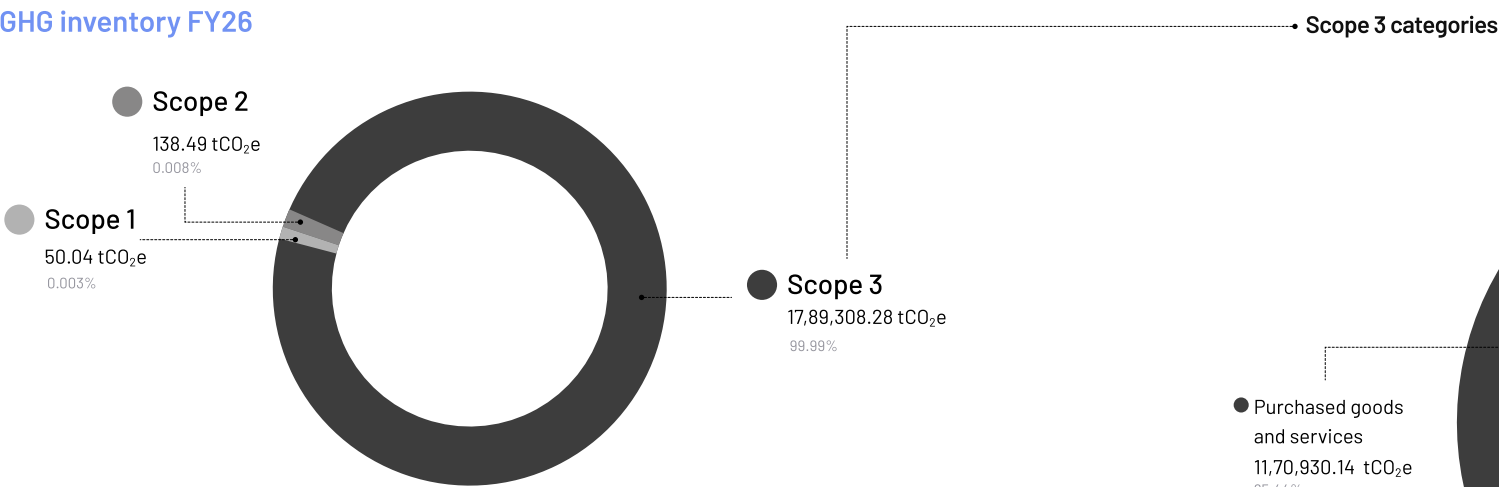
This section will cover:

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

Emissions

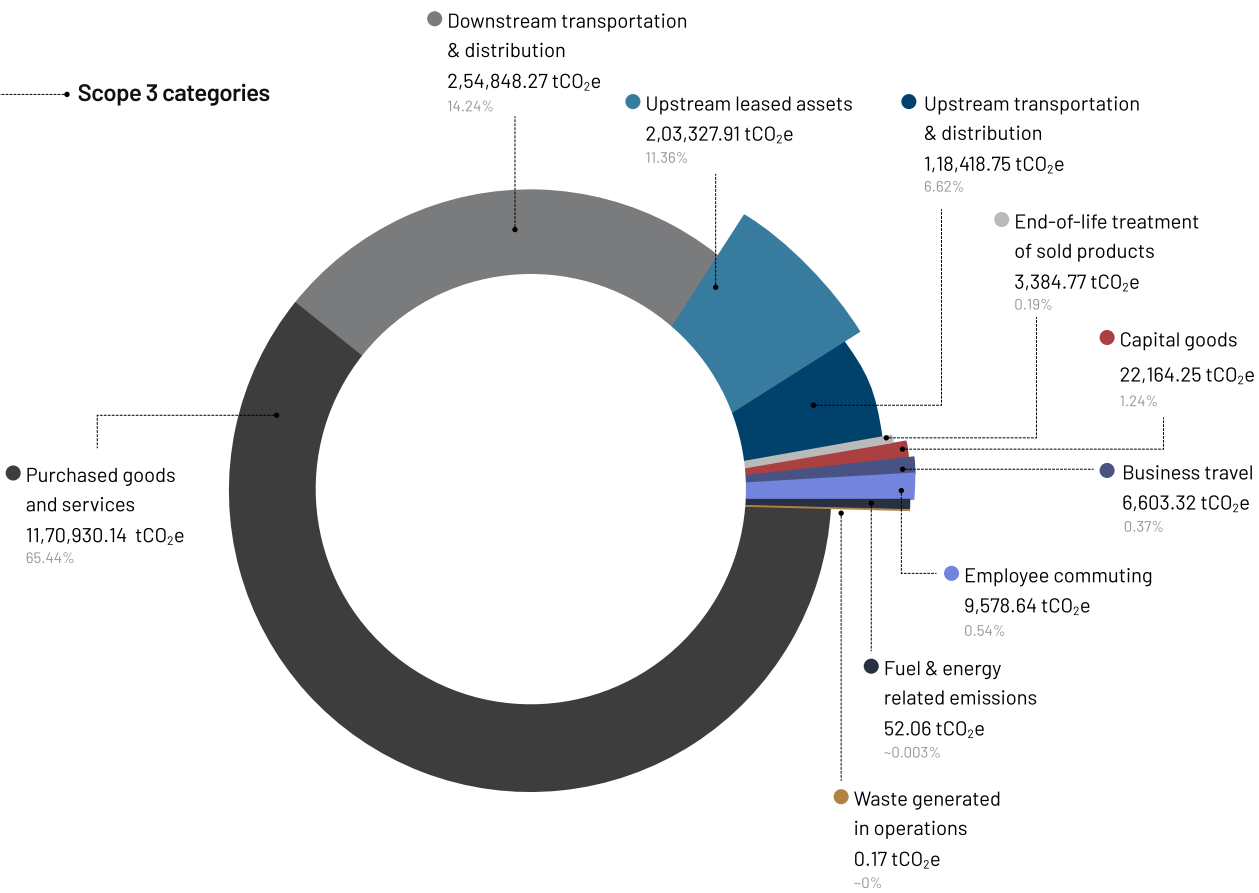
As we work toward our mission of Powering India’s changing lifestyles, we recognize that climate change and GHG emissions are global challenges that we as a responsible business must address. We are committed to managing and reducing our carbon footprint through strategic initiatives.

GHG inventory FY26



GHG Emissions

	FY25	FY26
Scope 1 emissions*	Gross: 94.77 tCO ₂ e Net: 0**	Gross: 50.04 tCO ₂ e Net: 0**
Scope 2 emissions*	Gross: 149.63 tCO ₂ e Net: 0**	Gross: 138.49 tCO ₂ e Net: 0**
Scope 3 emissions***	5,67,846.53 tCO ₂ e	17,89,308.28 tCO ₂ e
Total	5,68,090.93 tCO ₂ e	17,89,496.81 tCO ₂ e



The increase in Scope 3, Category 1 – Purchased Goods and Services emissions in FY26 is primarily attributable to Blink Commerce Private Limited’s transition from a marketplace model to an inventory-owned model in quick commerce. Under this model, Blinkit directly purchases and holds inventory, resulting in the associated upstream emissions being accounted for under this category.

**Scope 1 and 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.*

***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 2025.*

****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)

Business-wise total emissions

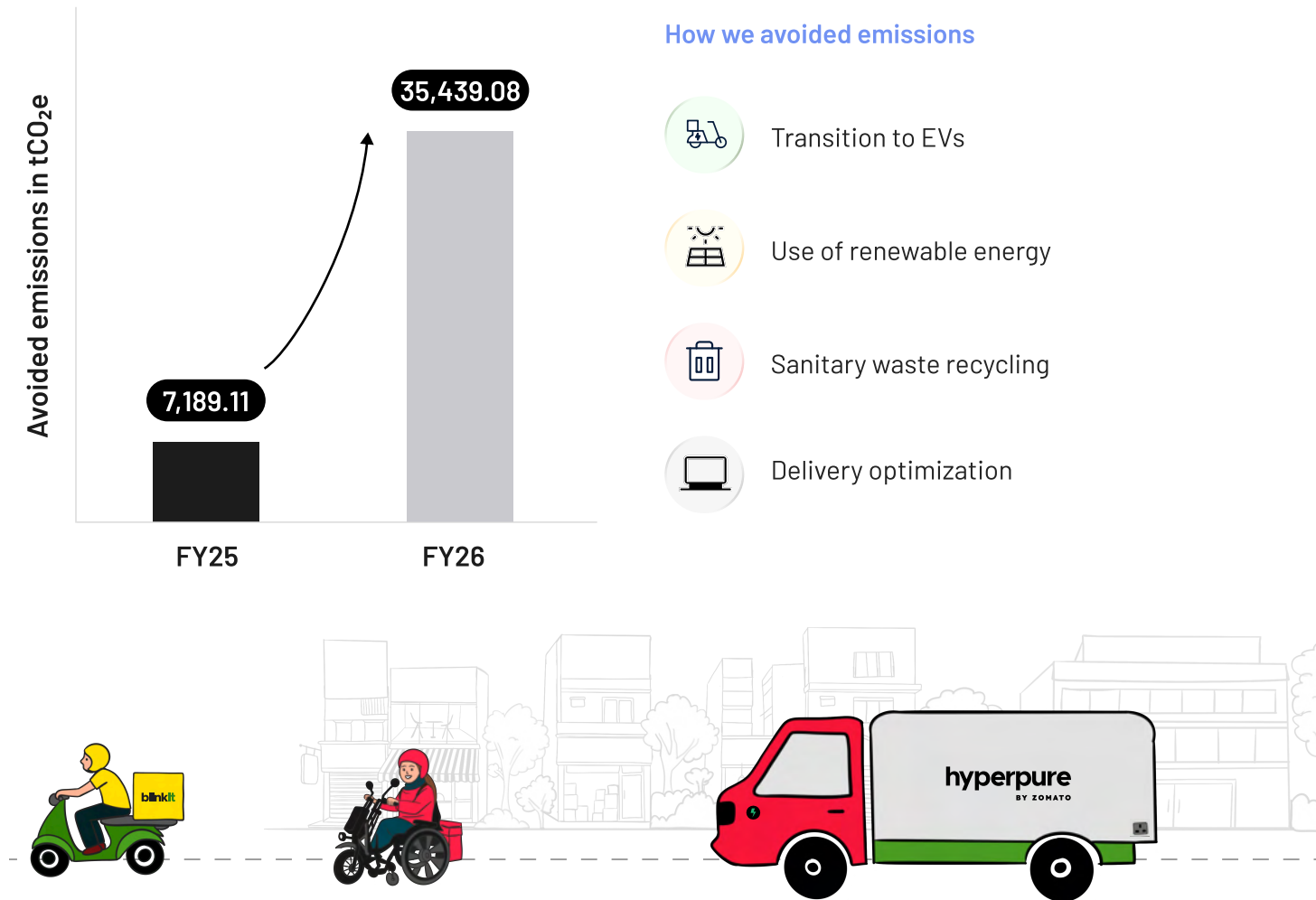
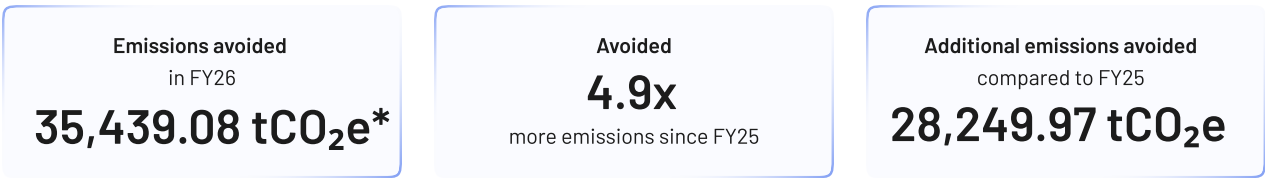
Business	FY26
zomato	1,47,197.92 tCO ₂ e
blinkit	7,34,233.49 tCO ₂ e
hyperpure	9,03,428.03 tCO ₂ e
district	3,016.46 tCO ₂ e
Others	1,620.91 tCO ₂ e
Total	17,89,496.81 tCO ₂ e

Carbon market instruments

- Scope 1 emissions:** We maintained our net Scope 1 emissions at zero through the use of an equivalent amount (50.04 tCO₂e) of verified carbon removal offsets. In FY26, we used reforestation-based carbon removal offsets for neutralizing our Scope 1 emissions.
- Scope 2 emissions:** We maintained our net Scope 2 emissions at zero by purchasing International Renewable Energy Certificates (IRECs) from renewable energy projects in India. In FY26, we purchased IRECs to offset our total grid electricity consumption of 195.05 MWh.

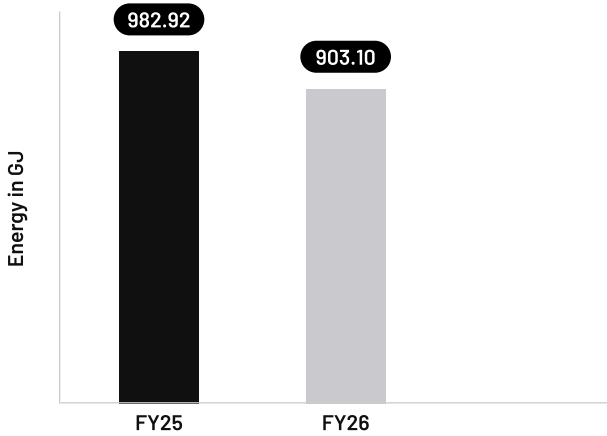
Note: Please refer to Annexure 4 for Verified Carbon Standard (VCS) carbon offset certificate (Scope 1) and Annexure 5 for IREC certificates (Scope 2).
*FY26 disclosures also include avoided emissions from use of renewable energy, sanitary waste recycling and delivery optimisation.

Avoided GHG emissions



Energy

Total energy consumption



Parameter	FY25	FY26
Total electricity consumption	740.94 GJ	702.19 GJ
Total fuel consumption	241.98 GJ	200.91 GJ
Total energy consumed*	982.92 GJ	903.10 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.

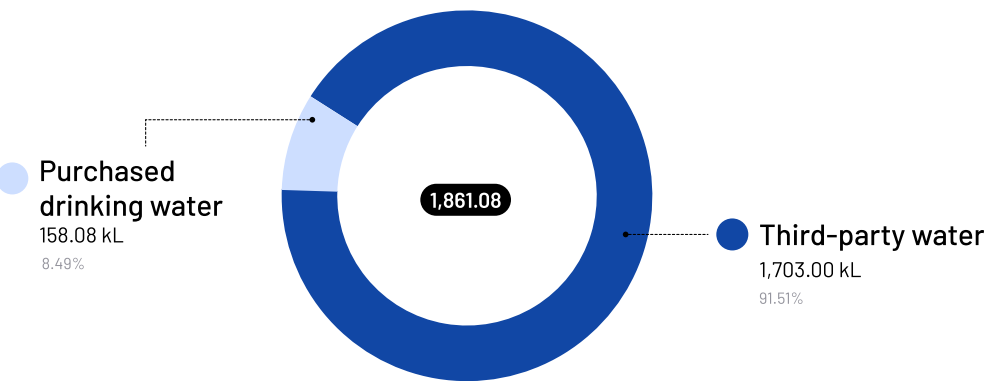
Energy management programs

At Eternal, we have robust energy management measures in place that prioritize energy conservation and efficiency. We conduct internal energy use assessments that allow us to monitor consumption trends and generate insights for conservation efforts wherever feasible.

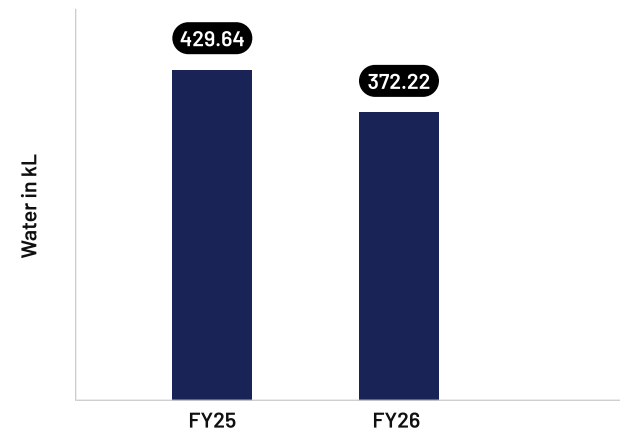
Key initiatives

- Renewable energy use:** In FY26, select Hyperpure warehouses were powered by renewable energy generated through solar installations. The total renewable electricity consumed during FY26 was 607.70 MWh, which resulted in avoidance of 431.49 tCO₂e emissions.
- Energy smart infrastructure:** One of our key priorities is ensuring we invest in energy-efficient infrastructure. We continue to prioritize use of LED lighting and monitors across our facilities while ensuring rational use of electrical equipment, including air conditioning and office lighting. In FY26, we initiated a pilot of Battery Energy Storage System (BESS) across select facilities to potentially reduce reliance on diesel generator (DG) sets and utilize cleaner sources of energy.
- Energy audit:** In FY26, we conducted third-party energy audits in select warehouses to identify opportunities for lowering our energy consumption and improving our energy efficiency.
- 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. In addition to covering energy conservation through formal Environment, Health and Safety training, through our ‘Turn it off’ campaign, we reinforce the importance of energy conservation 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 quizzes.

Total water withdrawal in FY26*



Total volume of water consumption**



Water efficiency and management programs

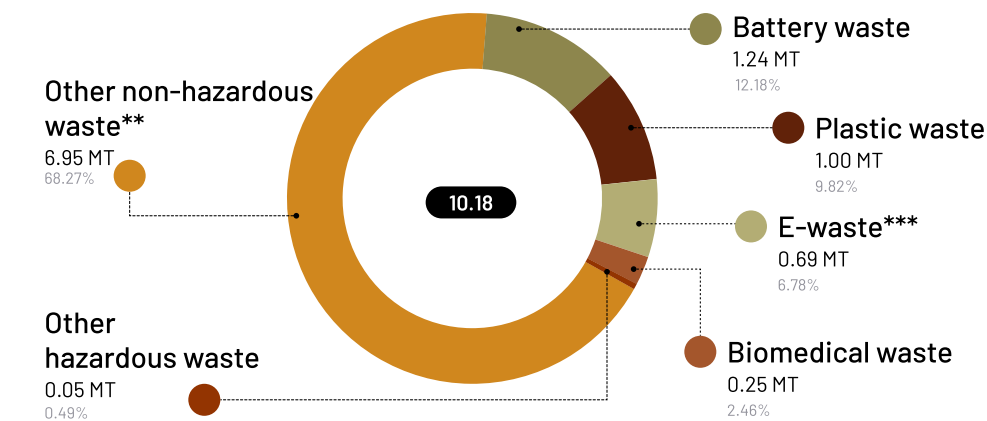
We continuously work to reduce our water footprint across facilities where we have the authority to implement changes to water systems, i.e. facilities under our operational control. We also undertake internal water assessments to track usage and promote efficient consumption. We have taken the following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

- **Sensor-based taps:** Sensor-based low-flow taps have been installed in the washrooms at our Gurugram, Mumbai and Bengaluru offices to optimize water usage.
- **Dual-flush toilets:** Our Gurugram, Mumbai and Bengaluru office washrooms are installed with dual-flush models allowing users to choose as required.
- **Water reuse measures :** Our corporate offices in Gurugram (multi-tenant facilities) along with several Hyperpure warehouses have Sewage Treatment Plants (STPs) installed by the landlord. The treated water is reused for gardening, toilet flushing, etc. to reduce the use of freshwater.
- **Crate washing machines:** A key initiative was the installation of a crate washing machine in select warehouses that helps in optimizing water usage.
- **Awareness and training:** We have also introduced behavioral change campaigns to promote efficient water use among our employees.

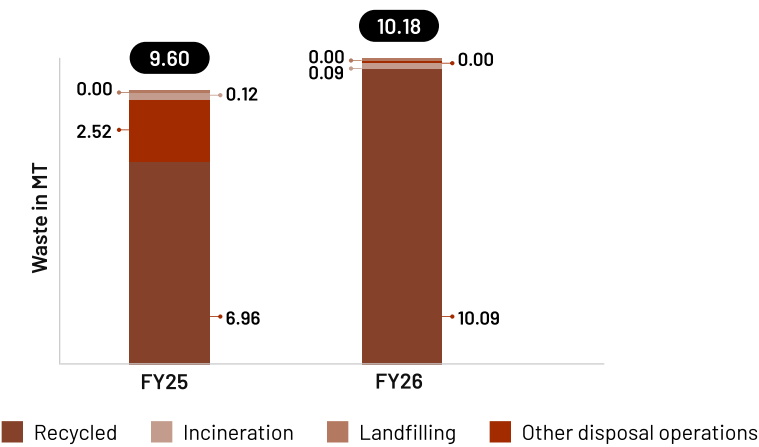


*Environmental performance data for this indicator covers the Bengaluru office only based on the reporting boundary determined by the operational control approach. Please refer to our boundary note on page 2 of this Factsheet for more details.
**Water consumption and discharge values are calculated based on an assumption that 20% of the water supply is consumed, while the remaining 80% of the water supply flows back into the ecosystem (through sewage system) as wastewater (as referenced in the [NITI Aayog report](#)). Accordingly, water discharge value for FY26 is 1,488.86 kL.

Total waste generated in FY26*



Waste recycling and disposal*



*Waste generation, recycling and disposal data covers directly leased offices within the reporting boundary determined by the operational control approach. Disclosure in different waste categories has been made accordingly. Please refer to our boundary note on page 2 of this Factsheet for more details.

**Other non-hazardous waste comprises wet, paper and cardboard waste.

***E-waste is centrally managed and is disclosed for all facilities. The E-waste generation is based on the E-waste disposal certificates received.

Waste management programs

We are committed to reducing the environmental impact of our operations through effective waste management. We regularly assess our waste streams and implement action plans to reduce waste generation while maximizing reuse and recycling efforts across our operations. Some of our key efforts to reduce and manage waste include:

- **Reusable cutlery and BYOB program:** We promote the use of sustainable alternatives within our workplaces through provision of reusable cutlery and plates, implementation of a 'Bring Your Own Bottle (BYOB)' campaign and use of printing paper made from wheat straw (agri-residue). Our office coffee mugs are biodegradable and made of fallen pine needles, thereby reducing reliance on single-use items and virgin resources.
- **Awareness and training:** We conduct regular awareness campaigns and training initiatives on responsible consumption and disposal habits among our employees. These efforts are aimed at promoting efficient waste segregation at source.
- **Waste treatment programs:** Waste treatment programs are implemented across offices under our operational control, where waste (including e-waste) is segregated at source into designated categories such as plastic, biomedical, organic, dry and hazardous waste, which is managed through authorized waste management vendors/recyclers. Category-wise waste disposal certificates are obtained from these vendors to monitor the responsible treatment and recycling of waste through authorized channels, ensuring effective waste management while reducing waste sent to landfill. In FY26, we sent zero waste to landfill. Waste generated at warehouses, dark stores and our going-out experiences is disposed of through appropriate waste management practices in accordance with applicable local laws and regulations.
- **Waste audit:** In FY26, select warehouses underwent comprehensive waste audits, to help us identify opportunities for improvement in waste collection, segregation and reduction processes. Based on the findings, we have developed an action plan to reduce the generation of waste across all warehouses.
- **Investment in innovative waste management:** Our partnership with Padcare helps us manage menstrual waste across our directly leased offices more sustainably by collecting used sanitary pads and recycling them into hygienic pulp and plastic, providing a safer alternative to landfilling and incineration. To reduce the use of virgin packaging materials, we have introduced cardboard shredding machines at select warehouses to convert cardboard into protective packaging.

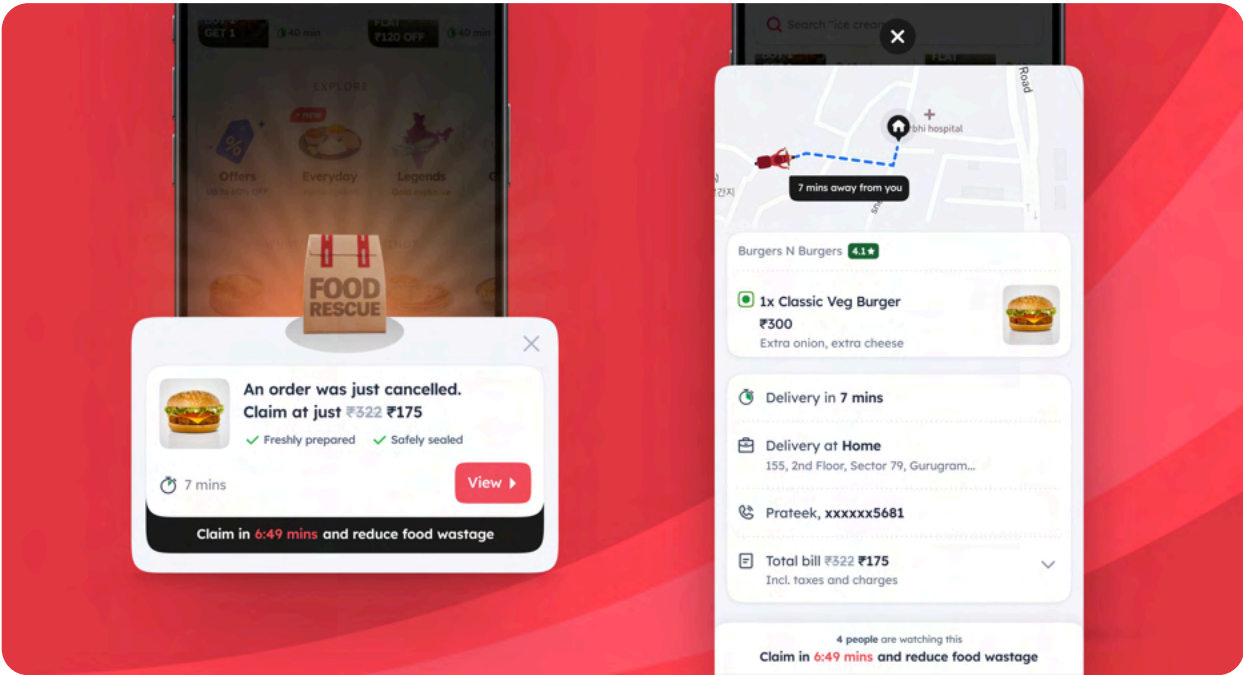
Waste (continued)

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 waste management efforts along our value chain. Our efforts are guided by a ‘Reduce, Recycle and Reward’ framework to drive maximum change.

Reduce

Food Rescue initiative

To prevent perfectly good food delivery orders from going to waste, we introduced ‘Food Rescue’ in FY25 on the Zomato app which makes cancelled orders available for nearby customers in their original untampered packaging at discounted prices. Since launch in FY25, Zomato’s Food Rescue initiative has helped prevent over 7.5 lakh kg of food waste by diverting cancelled orders to interested buyers (assuming each order weighs approximately 400 g).



Food Rescue on the Zomato app

Agri Innovation Challenge

In FY26, Hyperpure by Zomato partnered with DPIIT, Startup India, to identify and promote scalable technologies that transform agri-waste into sustainable, revenue-generating opportunities. More than 50 startups participated, with two kinds of solutions emerging as winners. These solutions were microbial bioconversion of food waste (into animal feed, bio-based cleaning products, and bioplastics) and IoT-enabled, microclimate-controlled bioreactors for rapid food-waste treatment. These innovations demonstrate practical pathways to reduce waste, unlock economic value and prevent food loss and food waste at the farm and aggregation levels.

Packaging solutions

Hyperpure plays a key role in enabling restaurants to sample and transition to sustainable packaging with a range that includes over 30 innovative SKUs that address hard-to-solve packaging challenges. Through partnerships with industry leaders and startups, Hyperpure has expanded access to next-generation solutions such as plastic-free oil- and grease-resistant paper products and seaweed-coated packaging, supporting innovation in sustainable food delivery packaging at scale. In FY26, Hyperpure delivered 3,255 metric tonnes of sustainable food packaging to 50,000+ outlets.

Through Blinkit, we facilitate the availability of a growing range of brands across categories like groceries, personal care, home care and everyday essentials. The packaging of these products can be reused and recycled post-consumer use. Additionally, Blinkit uses biodegradable and fully recyclable secondary delivery packaging.

Waste reduction at events

We take measures to promote sustainable alternatives at our live events to reduce waste generation. In FY26 we:

- Dispensed 3,16,060 litres of drinking water through reusable cups across select events, avoiding 12,56,120 PET bottles and 12,601 kg of plastic waste
- Launched 57,000 reusable rice-husk cups as eco-friendly merchandise across events
- Achieved ~90% waste diversion rates from landfill at select events

Waste (continued)

Recycle

Voluntary recycling

In April 2022, Eternal Limited’s food ordering and delivery business launched a voluntary initiative to recycle plastic waste equivalent to the amount of plastic used by restaurants to pack the food delivery orders placed via the Zomato app. Through this initiative, we are helping offset the environmental impact of plastic packaging used by restaurants while strengthening circularity. From FY23 to FY26, we voluntarily recycled 60,000 MT of plastic waste (including 15,000 MT in FY26 alone), achieving our target of 100% plastic-neutral deliveries, as per independent estimates.

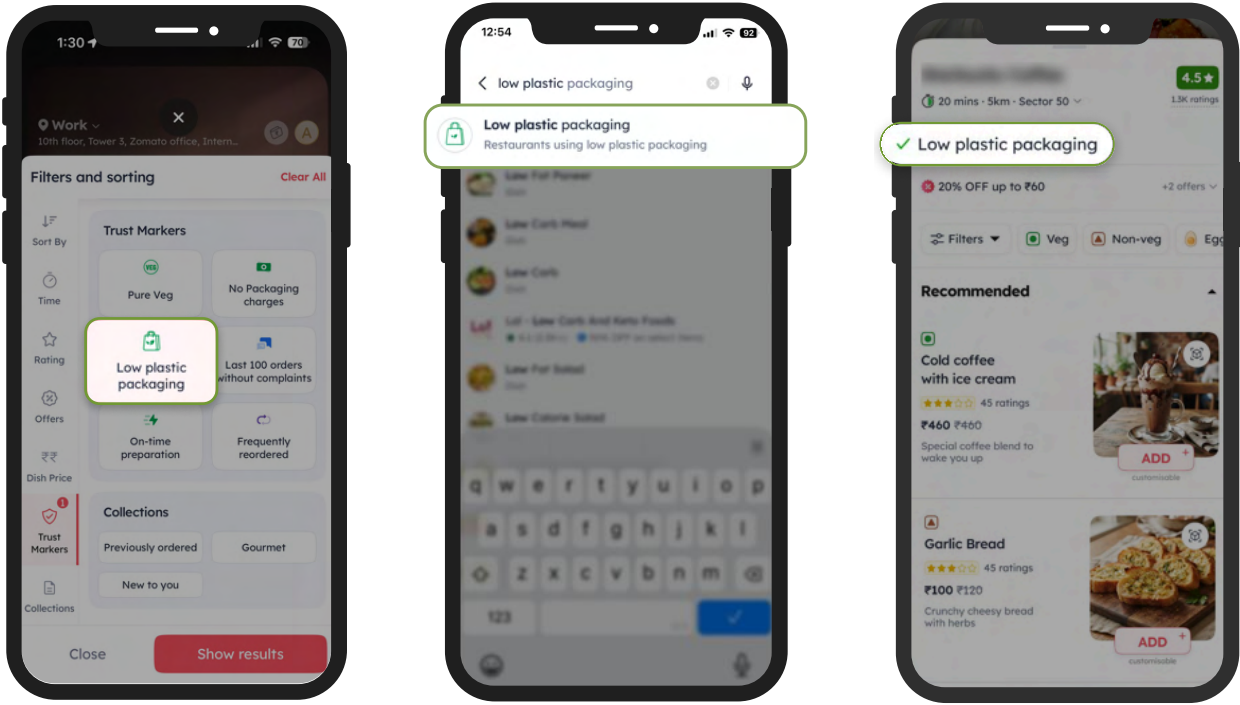
Reward

Plastic-Free Future Program

- We introduced the Zomato Plastic-Free Future Program in December 2024, for restaurant partners actively adopting sustainable alternatives to plastic packaging for food deliveries. To recognize their efforts, these restaurants now carry a prominent 'low plastic packaging' tag on their menu pages, banners and a clear label in the order summary, making it easy for customers to identify these restaurants.
- Customers can also discover these restaurants faster by typing 'low plastic packaging' in the search bar or by using the 'low plastic packaging' filter option.
- As of 31st March 2026, over 100 million 'low plastic packaging' orders had been delivered from restaurants that had signed up to the Plastic-Free Future Program.

Plastic-Free Future Packathon

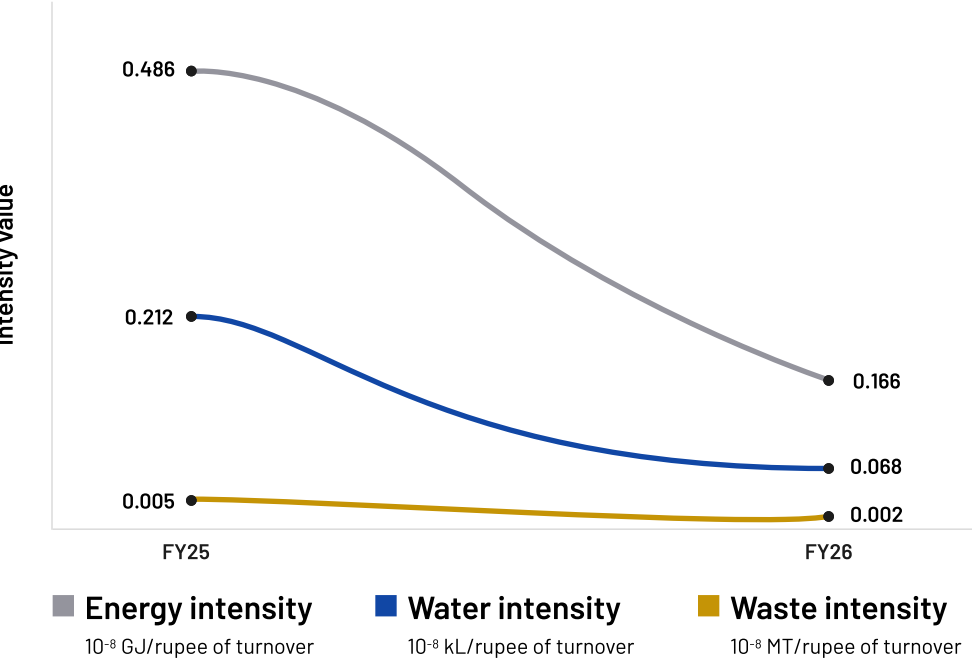
To promote innovation on alternatives to plastic packaging for the food delivery use-case, we run an annual event on sustainable packaging bringing start up innovators and restaurateurs to the same platform. In FY26, Zomato Plastic-Free Future Packathon was held in partnership with Startup India and Hyperpure by Zomato attracting applications from more than 125 sustainable packaging start ups all over India.



How customers can find Plastic-Free Future Program restaurants on the Zomato app



Intensity



Energy intensity (GJ/rupee of turnover)

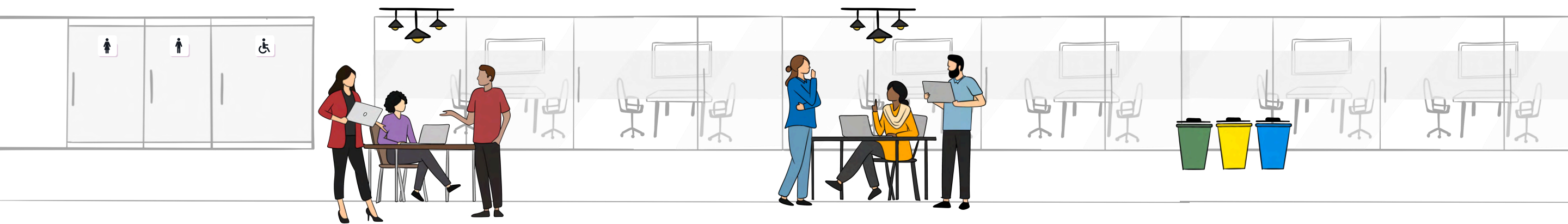
Energy intensity measured as total energy consumed per rupee of turnover

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 measured as total waste generated per rupee of turnover



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

Climate strategy

We recognize that our operations have an impact on the environment and are, in turn, exposed to the impact of climate change. We are committed to minimizing our environmental footprint while preparing for changing conditions, ensuring long-term business growth and resilience. At Eternal, we continuously identify, evaluate and manage climate-related risks and opportunities across our operations and our value chain. Climate action and circular economy continues to remain a material issue for our internal and external stakeholders.



A Zomato EV (electric vehicle) scooter

Note: Please refer to Annexure 6 for ISO 14001:2015 certificate.

In FY24, we undertook climate risk assessment for Eternal’s food ordering and delivery business (i.e., Zomato). We assessed the impact of physical climate risks such as cyclones, storms, heavy precipitation, increasing/ decreasing temperature, flooding and heat/cold waves and transition risks, on the food delivery business across our top 15 cities under IPCC RCP 2.6 and RCP 8.5 scenarios. For transition risks, we used the Net Zero 2050 and below 2-degree scenarios under the ‘Orderly category’ specified under NGFS to represent low-emissions pathways with timely climate action. For high-emission outcomes, we applied the Current Policies scenario under the ‘Hot House World category’ specified under the Network for Greening the Financial System (NGFS), reflecting limited climate action. The outcome of this exercise has been integrated into Eternal Limited’s Enterprise Risk Management (ERM) process. We plan to extend this exercise to cover our other businesses in FY27.

Our climate-resilience strategy is supported by a robust Environmental Management System (EMS), mitigation measures to reduce greenhouse gas emissions and adaptation measures to strengthen our ability to manage climate-related risks. Together, these efforts support the long-term resilience of our operations and value chain.

Environmental Management System (EMS)

Our Environmental Management System (in accordance with ISO 14001) is a robust framework which helps us optimize our environmental performance across our offices, warehouses and dark stores.

The framework broadly covers environmental aspects across:

- Policy
- Facility selection criteria
- Compliance checks
- Capacity building and training on energy conservation, waste segregation and water conservation
- Corrective measures

All directly leased offices under our operational control have undergone internal assessments by our corporate Environment, Health and Safety (EHS) team in line with our EMS. As of 31st March 2026, 50% of these offices are ISO 14001:2015 certified.

One of our Gurugram offices is LEED Platinum certified and has a 5-star GRIHA rating.

Climate strategy (continued)

Reducing and offsetting emissions

Sustainable supply chain: Supply chain emissions form our most material emissions category, accounting for more than 60% of our total GHG emissions. To address these emissions, we collaborate with suppliers through our Sustainable Supply Chain Program. The program aims to embed sustainability considerations into procurement decisions while recognizing suppliers that align with mutual sustainability values and sourcing expectations.

Transition to EV-based deliveries: We have been actively supporting the transition to EVs across our food delivery, quick commerce and B2B supplies businesses through awareness, access and ecosystem advocacy:

- **EV awareness:** In FY26, delivery partners were made aware of the benefits of transitioning to EVs through digital communication within their delivery partner app and on-ground events. We organized the second edition of EV Bazaar in Bengaluru to educate delivery partners on the benefits of EVs and to support their transition to EVs. Since its inception, EV Bazaar initiative has reached over 2,000 delivery partners and 20+ ecosystem providers across Delhi and Bengaluru.



EV Bazaar event second edition in September 2025

- **EV access:** We collaborate with EV ecosystem players to secure access for delivery partners to EVs on rent. It enabled delivery partners to view and book EVs on rent through the 'Rent an EV' feature on their app. For our food delivery business, 23,675 delivery partners have rented EVs via the 'Rent an EV' feature in FY26, totaling to 48,686 rentals since its launch in FY25. We also launched the Zomato EV rental fleet on World Environment Day 2025 in Delhi. As of March 2026, more than 1,500 EVs have been deployed across Delhi and Chennai under this initiative.



Zomato and Blinkit delivery partners riding EV (electric vehicle) scooters

- **EV advocacy:** We continuously advocate for better EV products, infrastructure and financing for delivery partners. For the food delivery business, we are part of global coalitions on EVs including the Climate Group's EV100 initiative and the UNEP's Deliver-E Coalition. As a result, we doubled EV-based delivery partners to 1 lakh+ (100% YoY growth) who delivered more than 228 million orders, helping avoid 9,925.76 tCO₂e of carbon emissions in FY26. Additionally, EV-based three- and four-wheeler deliveries across Blinkit and Hyperpure helped avoid 15,383.54 tCO₂e of emissions in FY26.

Climate strategy (continued)

Greening India: We distributed 1 million saplings under Greening India, our agro-forestry initiative, live across six states with 3,000+ farmer partners. Over 6 lakh saplings have been planted across ~5,000 acres of land with a potential to sequester ~6 lakh tonnes of CO₂ over 30 years. We aim to scale the distribution to an additional 2.5 million saplings by FY27.



Farmer working with Greening India, planting a sapling

Renewable energy adoption: In FY26, select Hyperpure warehouses were powered by renewable energy generated through solar installations. A total of 607.70 MWh of renewable electricity was consumed during the year, helping avoid 431.49 tCO₂e in emissions.

Climate adaptation support for delivery partners

- We expanded our Automatic Weather Station (AWS) network to 1,150 devices across 100 cities to guide business decisions, predict and communicate hyperlocal weather conditions to delivery partners.
- Additionally, a network of merchant outlets was made available as rest points for delivery partners, enabling access to basic amenities such as drinking water, rest areas, washrooms and mobile charging facilities during their workday. The network was scaled to 3,395 locations in FY26.
- We also provide access to custom-made and off-the-shelf apparel that protects partners from the unpredictability of changing climate, including raincoats and cooling vests. In FY26, 3,000 cooling vests were provided under a pilot to delivery partners to assess their effectiveness in reducing heat stress and to provide design feedback to the manufacturer.



Delivery partners equipped with cooling vests

Social

We create a supportive environment for our employees, workers, delivery partners and the communities we serve, ensuring their safety, growth and overall satisfaction. The culture at Eternal is based on mutual respect, inclusivity and well-being of our workforce.

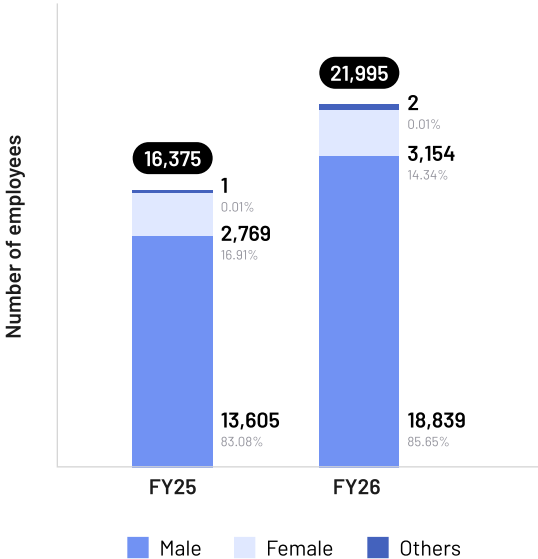
This section will cover:

- Workforce breakdown
- Diversity, Equity and Inclusion
- Employee development and training
- Upholding human rights
- Health, safety and well-being for all

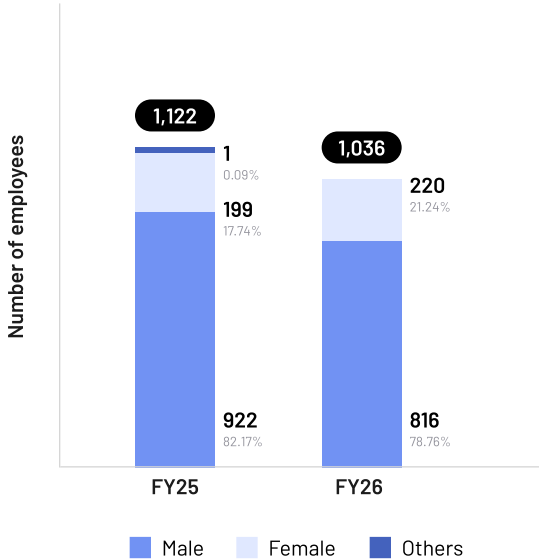
Workforce breakdown

We pride ourselves on being an equal opportunity employers. All our hiring decisions are based on the candidate’s competence, experience and organizational requirements. We are committed to ensuring a fair and objective recruitment process by actively working to eliminate conscious and unconscious bias in the recruitment process by engaging multiple stakeholders in the process. Eternal was ranked first in Asia Pacific by UN Women’s Empowerment Principles(UN WEPs) for our commitment towards gender inclusion within our business practices and has been recognized by India Workplace Equality Index as an inclusive workplace.

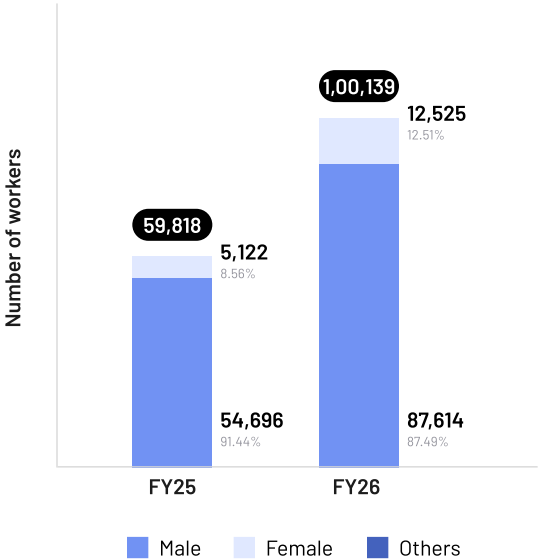
Permanent employees



Other than permanent employees*



Contract workers**



Note: The headcount represented here and used for calculations throughout this Factsheet is as on 31st March 2026, unless otherwise stated.

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

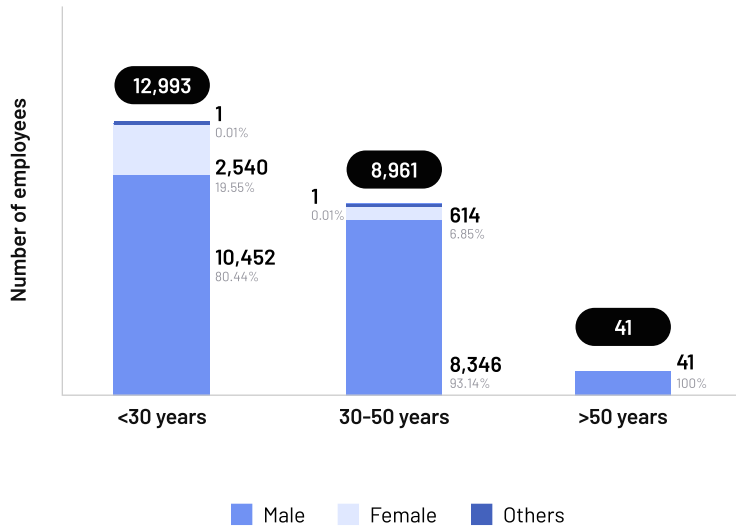
**Contract workers refer to third-party workers including housekeeping, security, technical and operations staff, pantry staff, nurses, emergency medical technicians, etc. Delivery partners are value chain partners and hence, they are not part of Eternal's workforce.

Workforce breakdown (continued)

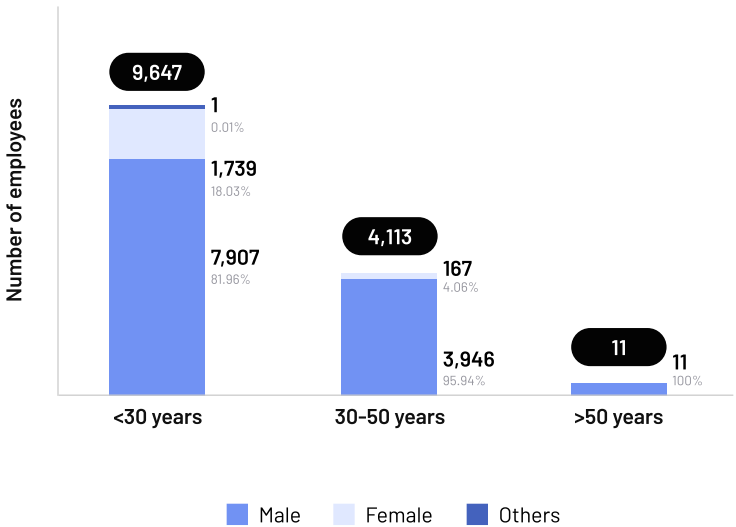
Our approach to talent discovery depends mainly on employee referrals which, in our experience, improves the quality of hires. We also leverage traditional channels such as networking sites, job portals, campus placements and partnerships with external organizations to tap into diverse pools of talent.

We regularly review our compensation and benefits against industry benchmarks to ensure they remain competitive and equitable. We have a formal talent pipeline development strategy to nurture talent within the organization. Employees are also provided with opportunities for role expansion, internal transfers and continuous professional development to support their long-term growth.

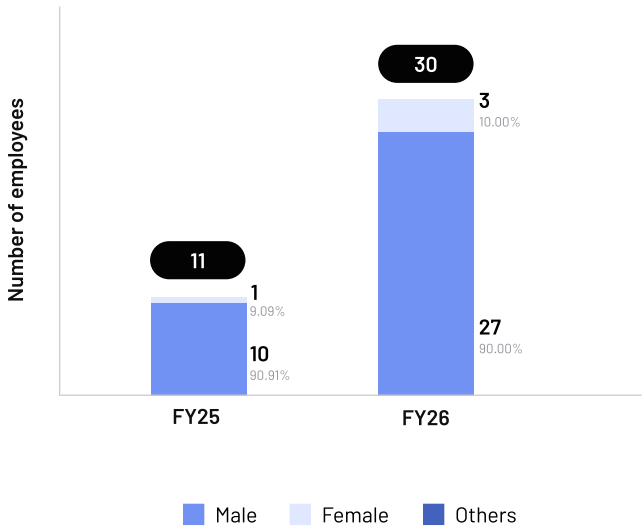
Permanent employees by age group



Permanent new hires by age group*



Differently-abled permanent employees**



Succession plan

We focus on building leadership capability and strengthening our talent pipeline to support long-term organizational growth and continuity. We foster a culture that encourages the development of talent, with senior leaders supporting and mentoring high-potential employees to prepare them for future opportunities. Additionally, our awards celebrate exceptional individual and team contributions, reinforcing a culture of excellence.

*Age categorisation has been done on the basis of employee's age at the time of joining. Age data for 94 employees (who exited before completing onboarding) was unavailable and has been extrapolated in the above data.
**A voluntary disclosure form is circulated to all permanent employees to enable them to disclose any type of disability.

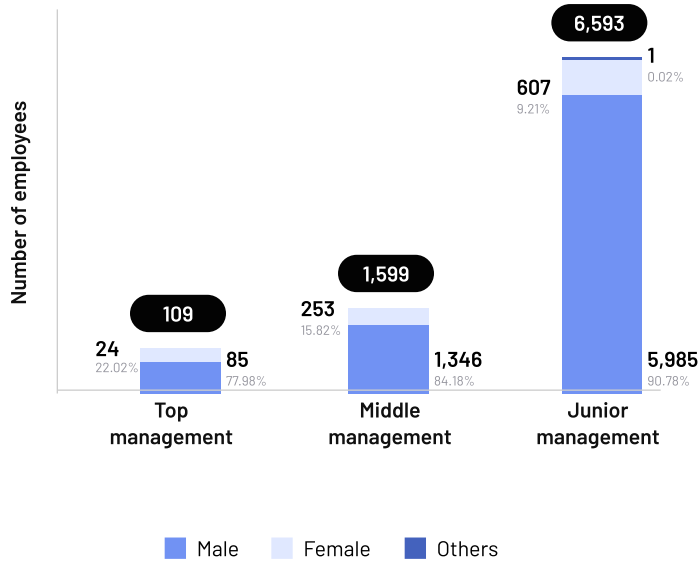
Workforce breakdown (continued)

Permanent employees by nationality

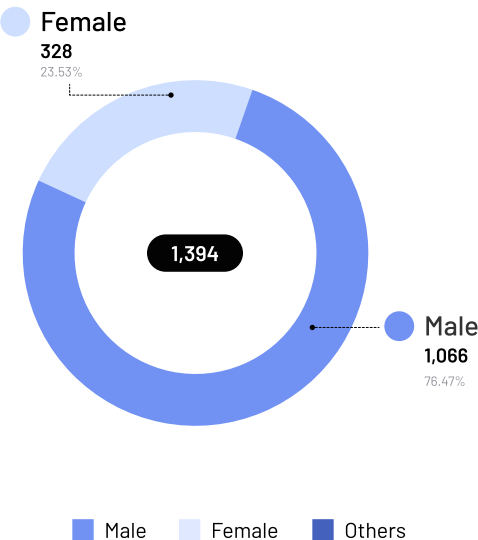
Nationality	Male	Female	Others	Total
Indian	18,820	3,137	2	21,959
Nepalese	8	4	0	12
Lebanese	1	2	0	3
Filipino	0	2	0	2
Syrian	2	0	0	2
Pakistani	1	1	0	2
British	0	2	0	2
American	0	2	0	2
Egyptian	2	0	0	2
Tunisian	0	1	0	1
Sri Lankan	0	1	0	1
South African	1	0	0	1
Hungarian	0	1	0	1
German	1	0	0	1
French	1	0	0	1
Turkish	0	1	0	1
Palestinian	1	0	0	1
Nigerian	1	0	0	1
Total	18,839	3,154	2	21,995

Workforce breakdown (continued)

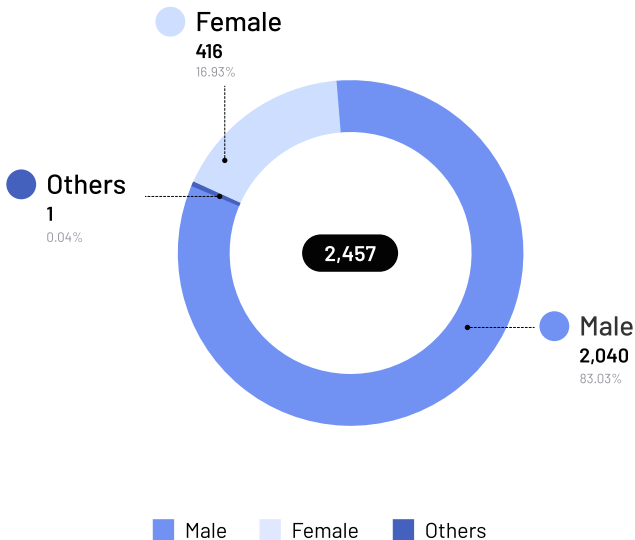
Management positions*



Management positions in revenue-generating functions**



STEM-related positions***



Women in Engineering

In September 2025, we hosted a 'Women in Engineering' event creating a space for women in the field to interact, engage in activities and share their experiences. Such events act as a way to build communities of support within the organization, championing diversity.



*In FY26, there was re-classification of employees in management positions hence the above data is not comparable with FY25 numbers published last year.
**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 (Science, Technology, Engineering and Mathematics) roles where the primary responsibilities of the role involve direct application of STEM skills by the employee.

Workforce breakdown (continued)

Turnover rate of permanent employees

Age group*	Male	Female	Others	Total
<30 years	42.98%	54.31%	0.00%	45.34%
30-50 years	38.43%	41.29%	0.00%	38.64%
>50 years	30.99%	0.00%	0.00%	30.99%
Grand total	40.95%	51.76%	0.00%	42.62%**



Women in finance : A fireside chat

Voluntary turnover***: In FY26, voluntary turnover rate of permanent employees 33.03%.

*Age categorisation has been done on the basis of employee's age at the time of exit. Age data for 97 employees (who exited before completing onboarding) was unavailable and has been extrapolated in the above data.

**The above attrition numbers include employee exits on account of exits within our frontline workforce (primarily sales, customer support, logistics and store roles), which account for a significant share of total exits. In addition, as a high-performance organization operating in a dynamic business environment, Eternal periodically realigns its workforce structure, roles and capability requirements in response to evolving business needs.

***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.

****The disclosure is based on all permanent employees who were active in the performance review cycle, representing 100% coverage of the applicable employee population for performance reviews.



Women-at-Eternal Employee Resource Group event

Performance and career development

Creating a culture where talent can thrive and grow remains a key priority. 100% of our permanent employees are eligible for performance and career development reviews. To enable comprehensive growth, multidimensional 360-degree feedback and appraisals are conducted annually to facilitate the professional development of our permanent employees. Simultaneously, we encourage continuous and ongoing feedback between managers and team members to cultivate trust and drive professional growth.

Category	Male	Female	Others	Total
Permanent employees****	18,839 100%	3,154 100%	2 100%	21,995 100%

Employee development and training

Training and awareness programs

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

As emerging technologies continue to reshape the workplace, we conduct targeted learning interventions, including AI awareness programs, training on new digital tools and skill-based learning programs, helping employees enhance productivity, build new capabilities and remain future-ready. We have adopted an AI-powered learning and skilling platform where employees are assigned training, followed by assessments to evaluate their understanding. In FY26, we have also partnered with a leading higher education platform enabling employees to access degree programs and professional certifications of their choice at a discounted rate.

We also conduct annual training and awareness sessions within the organization to ensure that our employees are aware of data privacy and cybersecurity policies and measures. At the time of induction, all employees undergo mandatory training on data privacy and cybersecurity. In addition, we regularly raise awareness among employees through internal communication channels, posters, workshops, etc.

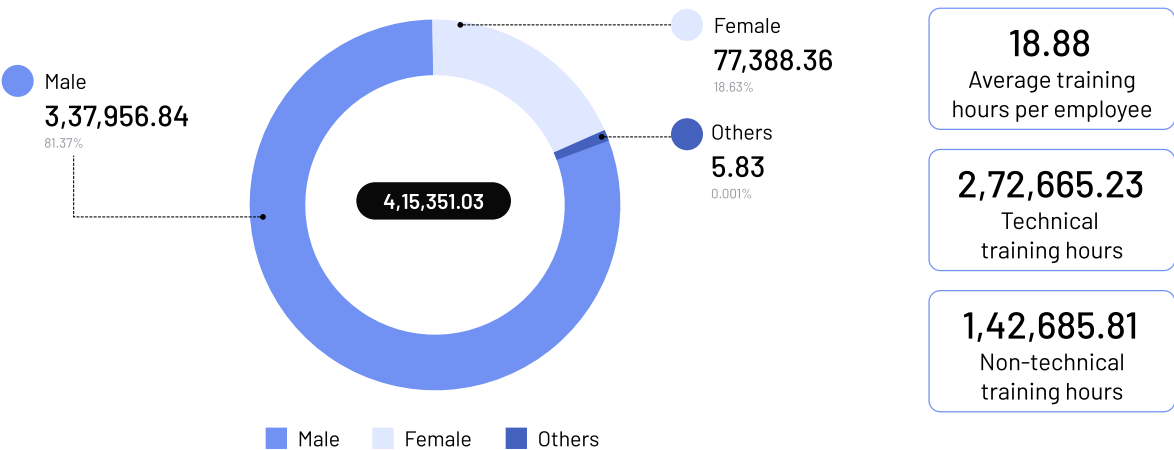
Technical training focuses on building role-specific capabilities on business processes, systems, tools and operational workflows through classroom sessions, virtual learning and on-the-job training. It also includes training new employees in transitioning into the organization by providing them with an understanding of the company's business, culture, role-specific processes, systems and responsibilities, enabling employees to perform their roles effectively.

Non-technical training includes awareness programs focusing on digital, technology and information security, leadership development trainings, behavioral trainings focused on communication, collaboration and team effectiveness, employee well-being trainings, compliance trainings on PIT (Prevention of Insider Trading), POSH (Prevention of Sexual Harassment), OHS (Occupational Health and Safety) training and sessions on cultural diversity to strengthen interpersonal and behavioral skills and enhance overall workplace effectiveness.

Skill upgradation training coverage

Category	FY25	FY26
Permanent employees	67.62%	89.00%

Training hours of permanent employees



Diversity, Equity and Inclusion

Employee Resource Groups

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.

Key ERGs	Focus area
Out and About (LGBTQIA+ employees and allies)	Safe spaces for identity-based dialogue and peer connection
Women-at-Eternal (gender equity and advancement)	Mentorship and career development opportunities
Eternal-parents (working parents)	Networking and knowledge-sharing sessions
Veterans (former armed forces personnel)	Inclusion-focused education and advocacy across the organization
Sustainable-4-Eternal	Raising sustainability related awareness amongst employees

In FY26, we also launched an internal sustainability education program through our Sustainable-4-Eternal ERG in which we conduct regular learning sessions with external and internal experts. We conducted sessions focused on afforestation and water conservation. We also have a dedicated online channel and community for environmental education, exchange of ideas and efforts made by employees towards environmental protection.

Additionally, we conduct offline activities to raise awareness among employees on sustainable packaging, repurposing waste and to encourage the adoption of sustainable practices, such as the appropriate segregation and disposal of various kinds of waste.



Feeding India founder's day special green room event

Diversity, Equity and Inclusion (continued)

Gender pay equity

At Eternal, we ensure equal opportunity in every aspect of the employment relationship, including but not limited to hiring, promotions, training and development, compensation and other benefits. As part of this commitment, we routinely monitor gender pay data across comparable roles and levels to support fair and equal remuneration for all employees while addressing disparities and strengthening equitable compensation practices. We also offer a long-term equity program where all permanent employees are eligible to be considered for stock options.

Mean and median remuneration of Board of Directors (BoDs)*

Details	Male	Female
BoDs headcount	3	3
Total annual compensation (INR crore)	1.19	3.44
Mean compensation (INR crore)	0.40	1.15
Median compensation (INR)	1,19,00,000**	1,13,00,000

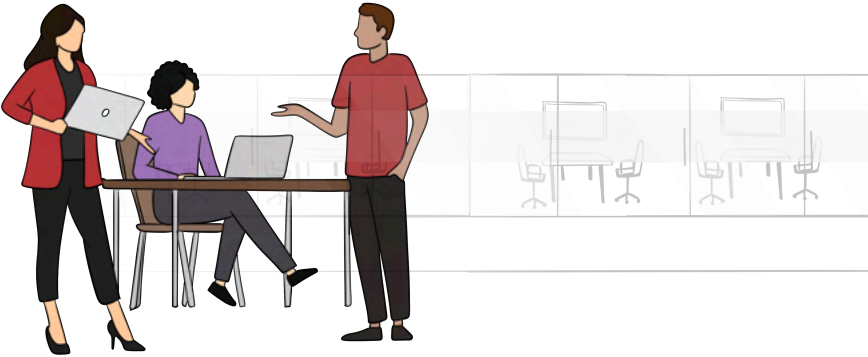
Gross wages paid to female employees

Details	FY26
Gross wages paid to females as a % age of total wages paid by the entity****	16.47%

*For the purpose of BoDs remuneration, only the group BoDs, i.e., Eternal Limited's BoDs have been considered.
**Out of the three male board members, no median value can be reported as two male board members are not drawing salary, accordingly remuneration (including sitting fees) of the only male member has been reported.
***The mean and median remuneration for Employees (including the Key Managerial Personnel) has been calculated based on annual CTC applicable to employees as on 31st March 2026. This does not include the amount of employee share based payment, the provisions made for gratuity, leave encashment, bonus and incentives.
****In FY26, Eternal's coverage in the above question includes salaries of permanent employees other than BoDs and KMPs.

Mean and median remuneration of employees

Details	Male	Female	Others
Permanent employees headcount	18,839	3,154	2
Total annual compensation (INR crore)	2,153.12	416.22	0.34
Mean compensation (INR crore)***	0.11	0.13	0.17
Median compensation (INR)***	6,20,000	7,05,000	16,80,000



Diversity, Equity and Inclusion (continued)

Promoting inclusive growth

At Eternal, we are committed to a culture of equal opportunity and inclusion in all aspects of our operations. We take conscious steps to promote inclusivity in our operations and value chain. Our equal opportunity, diversity and inclusion policy outlines our commitment to building a welcoming culture of mutual respect. Through our internal communication channels, we continue to raise awareness among employees and delivery partners on the importance of inclusion.

The growth of our business is directly correlated with the well-being 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 14.00% in FY26 from 11.92% in FY25. To support this growth, we introduced the Women Accelerator Program to train and upskill high potential talent for senior roles, enabling women executives to lead warehouse operations across multiple cities.
- **Farmer empowerment:** Strengthening farmer livelihoods remains a key priority for us. As of 31st March 2026, our value chain comprised 12,900+ farmers across the country. In FY26 alone, we achieved a 3x YoY growth in new farmer onboarding while expanding into new geographies and strengthening transparency and trust across our farmer network. Key initiatives included the implementation of IoT-based weighing scale to ensure farmers are fairly compensated for the quantity of produce. This was operational across 61% of collection centers as of 31st March 2026. Additionally, we implemented fixed SKU-level pricing across all our collection centers, eliminating rate variations and strengthening transparency on pricing.



Women workers at Hyperpure warehouse

To ensure a safer working environment for women, we conducted a safety audit and enhanced our safety infrastructure by introducing closed frisking stations, expanding CCTV coverage, improving lighting and ensuring the presence of women security guards during all shifts with women. 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.



Produce being sorted at a collection center

Diversity, Equity and Inclusion (continued)

- **Collaborating for change:** We are committed to supporting inclusive growth across our value chain. In FY26, we partnered with Arz foundation to support survivors of sex trafficking through the Mukti Model's Women's Initiative for Self Help (WISH) program. We procured eco-friendly paper bags through the initiative, helping us provide sustainable packaging to Hyperpure's customers while creating income opportunities for survivors.



Women from Arz foundation engaged in producing paper bags

- **Promoting platform accessibility:** Based on feedback from the community of Persons with Disabilities, in FY26 we launched a feature on the Zomato food delivery app, that enables customers to disclose their mobility, vision and hearing ability to receive an accessible platform and delivery experience. Additionally, select members of Eternal's tech, product and design teams underwent the IAAP CPACC certification in accessibility, strengthening their ability to help team members apply accessibility principles throughout the product development process.



Eternal's Access-ability Conclave event

Access-Ability Conclave

To ensure we move beyond compliance while making sure every customer has a positive experience on our platform, in July 2025, we hosted our first accessibility conclave. The event aimed to help us understand the lived experiences of the visually impaired community at every step of the Zomato and Blinkit app order journey. Participants tested both the apps to help us understand product gaps, usability challenges and opportunities to improve accessibility.

All users can now opt-in to share information about the support they require for a customized experience of the Zomato app. These features can be enabled under 'accessibility settings' in the profile section of the Zomato app.

Diversity, Equity and Inclusion (continued)

Delivery partners

Our commitment to inclusive growth manifests in how our platforms and services are built and in how our initiatives are designed to economically empower individuals seeking a source of supplementary income. In FY26, Zomato and Blinkit together supported 30 lakh+ individuals in earning by undertaking deliveries.

- **Livelihood Project for Persons with Disabilities (PwDs):** Launched in FY23, our PwD delivery partner initiative has enabled earning opportunities for persons with disabilities, including those with locomotor, hearing and speech impairments. In March 2026, there were 3,700+ PwD delivery partners working on delivery with Zomato and Blinkit. The program benefits include waiver of onboarding fees and assignment of short-distance deliveries only. Eternal received a National Award for empowering PwDs from the President of India in 2024 for this initiative.



PwD delivery partners delivering with Zomato



Women undergoing training at Zomato Riding Centers

- **Promoting women delivery partners:** Over the years, we have introduced several initiatives to enhance female participation across our value chain, including higher payouts and tailored benefits to encourage more women to deliver with Zomato and Blinkit. These include short-distance delivery options, period rest day income cover, delivery address visibility for orders post 7pm, city-specific chat support groups and extended insurance coverage with maternity benefits. Additionally, our Women Riding Centers provide two-wheeler training, digital literacy and confidence-building support, enabling greater mobility and access to livelihood opportunities. In FY26, 4,000+ women DPs delivered 5.5 million+ orders across Zomato and Blinkit.

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. We continuously monitor, review and update our policies and processes to ensure a workplace free from human rights concerns.

Human rights due diligence

In FY26, 100% of Eternal’s operations underwent a human rights assessment. The due diligence covered all our permanent employees, other than permanent employees and contract workers (third-party workers including migrant workers) of all genders, across all locations. 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: Protection of personal and professional data and information
- Health, safety and well-being: 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:

- Comprehensive review of human rights systems, operating policies and procedures for the entire organization
- Focused discussion with representatives of HR, office and 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, dark stores and warehouses (on a sample basis) with contract workers
- Comprehensive site tours in offices, dark stores and warehouses (on a sample basis)

As per the results of the Human Rights assessment conducted by an independent external organization, there were no significant/high risks identified. Additionally, we periodically review our policies and procedures to ensure our risk mapping of potential issues (if any) is updated and risks identified (if any) are updated and 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	Total
Permanent employees	88.69%	91.50%	50.00%	89.09%
Other than permanent employees	67.65%	71.82%	-	68.53%
Contract workers**	75.33%	76.26%	-	75.45%

*For employees, training on human rights has been conducted online via our internal learning platform. Additionally, we also circulated posters and videos via our internal channel. POSH training has been conducted at the time of induction. For contract workers, human rights training has been conducted through a combination of in-person sessions, video-based training and training delivered through handheld devices.

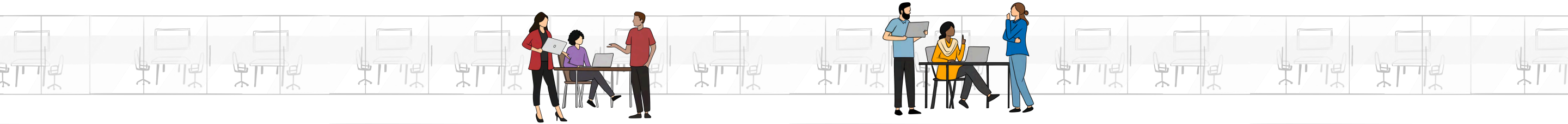
**Contract workers refer to third-party workers including housekeeping, security, technical and operations staff, pantry staff, nurse, emergency medical technicians, etc. Delivery partners are value chain partners and hence, they are not part of Eternal's workforce.

Upholding human rights (continued)

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.

Human rights complaints

Category	No. of complaints FY25	Pending resolution at end of FY25	No. of complaints FY26	Pending resolution at end of FY26
Sexual harassment	34	2	94*	8**
Discrimination at workplace	0	0	0	0
Child labor	0	0	0	0
Forced labor/ Involuntary labor	0	0	0	0
Wages	0	0	0	0
Other human rights-related issues	0	0	0	0



**The increase in sexual harassment complaints reported in FY26 is attributable to improved awareness of POSH and the available redressal mechanisms. With continued organizational growth and stronger awareness initiatives, employees and workers are better informed and more confident in raising concerns through speakup@eternal.com. The organization continues to strengthen awareness and prevention efforts through regular POSH training and sensitization initiatives aimed at driving long-term behavioral change and fostering a safer workplace culture.*

***All pending POSH cases as on 31st March 2026 were resolved within the stipulated timelines.*

Note: 88 POSH cases were upheld in FY26, this includes 2 cases that were pending resolution as at the end of FY25. The complaints on POSH as a percentage of annual average headcount of female employees and workers for FY26 was 0.79%.

Health, safety and well-being for all

Employee well-being

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

- Insurance coverage:** We provide 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 and dental consultations, as well as free vision checkups.
- Leave benefits:** All 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 well-being of our employees, we have a dedicated wellness team in place. This comprises an in-house team of trained psychologists, nutrition counselors and physical fitness experts, whom employees can consult with. We build adaptive, change-ready employees through conversations and initiatives that start from an employee's first week and continue through their life cycle at Eternal. This reduces stigma around mental health and strengthens stress management across the organization. Employees are also supported in enhancing their overall physical well-being through a range of fitness sessions, access to gym facilities and medical rooms with dedicated doctors and nurses 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 other office premises, across all eligible locations.

Category	Health insurance			Accidental insurance			Maternity benefits*	
	Male	Female	Others	Male	Female	Others	Male	Female
Permanent employees	18,839 100%	3,154 100%	2 100%	18,839 100%	3,154 100%	2 100%	-	3,154 100%
Other than permanent employees	816 100%	220 100%	-	816 100%	220 100%	-	-	220 100%

Spending on measures towards well-being of employees

Amount spent on employee well-being: INR 260+ crore**

*All of our employees including two of our 'permanent employees' who fall under the 'Others' category of gender are covered by our gender-neutral paid parental leave policy.
**The aforementioned spending includes health coverage premiums, accidental insurance premiums, paternity and maternity benefits, Environment, Health and Safety (EHS) expenses (including trainings), salaries and related costs for the physical wellness, mental wellness and EHS teams, day care facility expenses (including lactation rooms) and medical room expenses covering doctors, paramedics, equipment and consumables.

Health, safety and well-being for all (continued)

Contract worker well-being

To ensure the well-being of our contract workers, we have taken the following steps:

- **Health and accident insurance:** Health insurance coverage through a combination of Employees' State Insurance (ESI) and additional medical insurance.
- **Maternity benefits:** Maternity benefits are provided to all our female contract workers.
- **Safety first:** Mandatory, job-specific safety training 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. We have also established health and safety committees across all our warehouses.
- **Supportive working conditions:** We engage with representatives/supervisors on a day-to-day basis to ensure employees' and workers' concerns including working conditions. We also record and monitor working hours of contract workers to ensure that they are not subjected to excessive working hours, are fairly compensated for overtime work and provide an option to work part-time.

Category	Health insurance*		Accidental insurance		Maternity benefits	
	Male	Female	Male	Female	Male	Female
Contract workers***	87,570 99.95%**	12,522 99.98%**	87,555 99.93%**	12,518 99.94%**	-	12,525 100%

*The number for 'Health insurance' has been considered by combining ESI and Medical insurance as workers are covered under either of these schemes. The percentage of contract workers covered is based on the confirmations received from third-party vendors.

**Health and accidental insurance coverage is not 100% as 33 workers engaged under the National Apprenticeship Promotion Scheme (NAPS) are not covered under either health or accidental insurance; 14 workers have only accidental coverage under the Workmen's Compensation Policy; and 33 workers have health insurance but no accidental coverage, as confirmed by the respective third-party vendors.

***Contract workers refer 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 event at Blinkit warehouse

Health, safety and well-being for all (continued)

Health and safety

At Eternal, health and safety of our workforce has always been our top priority. The Audit Committee of Eternal Limited 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 our facilities. We proactively conduct health and safety risk and hazard assessments through internal audits and third-party inspections across all offices, warehouses and dark stores to identify potential risk areas. The risks and observations from the assessments are promptly addressed through integration of action plans with quantitative targets and have made improvements within our operations as preventive measures. We consistently monitor progress on targets to reduce health and safety risks at the workplace.

Employees and workers are encouraged to report hazards, near-misses and incidents through our Safety Reporting System (SRS), enabling structured investigation and timely closure of such cases. The centralized system allows us to seamlessly track, analyze and resolve health and safety concerns swiftly. In addition, all our directly leased offices have undergone internal health and safety assessments, 50% of which are ISO 45001:2018 certified.

We also have comprehensive action plans in place to respond to emergency situations.

Safety related incidents

Safety incident	Category	FY25	FY26
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hour worked)*	Employees	0	0
	Contract workers**	0.23	0.15
No. of fatalities	Employees	0	0
	Contract workers**	1	1

All reported incidents undergo a structured root cause analysis. Based on the findings of this, we implement Corrective And Preventive Actions (CAPA) at the respective locations. Key learnings from the incidents are shared with other facilities as well to avoid recurrence of similar events.



National safety week celebrations at a Hyperpure warehouse

Note: Please refer to Annexure 7 for ISO 45001:2018 certificate.
*48 hours away from work has been considered for the calculation of lost time injury.
**Contract workers refer 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.

Health, safety and well-being for all (continued)

Building a culture of safety

We run Environment, Health and Safety (EHS) campaigns throughout the year to continue raising awareness and ensuring we equip everyone with the necessary safety knowledge and skills. These events engage all employees and workers and promote participatory learning through demonstrations, contests and expert sessions.

- Road safety campaign 2026:** In line with the Ministry of Road Transport and Highways (MoRTH), Government of India and the National Safety Council, we observed January 2026 as the ‘Road safety month’ across our facilities. As part of the campaign, we organized traffic police-led training for delivery partners including golden hour emergency response awareness. Additionally, we engaged with them through activities such as walkathons, traffic park simulations and helmet distribution drive reinforcing our commitment to their safety.

Across facilities, we engaged over 8,200 employees and contract workers in meaningful activities such as road sign identification, reaction time checks, spot-the-hazard challenges etc.
- Fire safety week:** In April 2025, in support of the Ministry of Home Affairs’ Fire Safety Week initiative, we conducted fire safety awareness activities across our facilities, reinforcing the importance of fire prevention and emergency preparedness. More than 6,500 members of our workforce participated in fire safety sessions, mock drills, hands-on equipment training and interactive activities including quizzes and skits.
- 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 was 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.
- Emergency preparedness:** All warehouses and offices have on-call ambulance services available, ensuring immediate medical assistance in the case of an emergency. We also ensure that emergency evacuation plans and contact numbers are clearly displayed in all our facilities.

Health and safety training coverage

Category	Male	Female	Others
Permanent employees	87.98%	96.70%	100%
Other than permanent employees	68.18%	62.99%	-
Contract workers*	74.42%	75.78%	-



National safety week awareness building workshop in Hyperpure warehouses

*Contract workers refer 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.

Health, safety and well-being for all (continued)

- **Health and safety training:** All operational staff, including contract workers, receive mandatory safety training specific to the risks associated with their work environment. In FY26, contract workers in our facilities underwent 84,000+ hours of training covering key aspects of safety in the workplace including fire safety, electrical safety, material handling, emergency preparedness etc. We also conduct safety training including fire safety, first aid etc. for workforce members deployed at events.
- **Blinkit ambulance service:** Launched in January 2025, the Blinkit ambulance is built to provide emergency care fast and free of cost to everyone. In FY26, the ambulance has successfully completed over 10,000 safe transfers. We also conduct emergency training in societies and schools, educating people on how to perform Cardio Pulmonary Resuscitation (CPR) and book an ambulance. This service is currently available in Gurugram and select parts of Delhi-NCR.



Blinkit ambulance vehicle

- **Doctor@store:** As part of our effort to strengthen social protection beyond applicable regulatory requirements, in FY26, we launched the Doctor@store service at Blinkit dark stores offering free doctor consultations and medical treatment to all delivery partners, in-store teams and their families in top 14 cities with further expansion underway. In FY26, the service has provided over 1.2 lakh consultations. In addition to providing medical care, we have also conducted sessions raising awareness on preventing and managing lifestyle diseases.



Blinkit's Doctor@store service for in-store teams, delivery partners and their families

- **Ensuring event safety:** Health and safety controls are integrated throughout the entire lifecycle of events organized by District by Zomato. EHS and regulatory compliance requirements are clearly incorporated into vendor contracts and service agreements. Comprehensive pre- and post-event risk and opportunity assessments are conducted to identify, evaluate and effectively mitigate risks associated with event production, crowd management, electrical systems, waste management, emergency preparedness and disaster management. All necessary statutory permits, approvals, licences and authorizations are obtained and maintained to ensure safe, compliant and controlled event operations.

At Eternal, we are deeply committed to constantly improving the well-being of delivery partners, who are the true backbone of our organization.

The Eternal Delivery Partner Wellbeing Framework

In October 2024, we launched a five-dimensional Delivery Partner Wellbeing Framework, based on our surveys with 10,000+ delivery partners and discussions with worker rights research organizations like Social Compact and Jan Pahal. Built for the Indian context of gig worker-based platforms, the framework evaluates the effectiveness of delivery partner well-being initiatives and covers five key areas of well-being: financial, social, physical, mental and professional.

Delivery Partner Wellbeing Survey 2026 – Objectives and Methodology

In 2025, the Delivery Partner Wellbeing Framework was translated into a structured measurement survey in collaboration with NielsenIQ (NIQ), which independently administered the survey to delivery partners undertaking deliveries for Zomato. In 2026, the survey was expanded to include Blinkit, providing a consolidated view of delivery partner well-being across both platforms. The survey assesses performance across the nine elements of the framework, helping identify areas of strength and opportunities for improvement.

Methodology

The 2026 survey was independently designed and administered by NielsenIQ and covered 63 sub-elements across the nine-element framework. Face-to-face interviews were conducted between May-June 2026 with 5,237 delivery partners undertaking deliveries for Zomato and Blinkit across 35 cities.*

2026 Survey Results

In 2026, Eternal (Zomato and Blinkit) achieved an overall Delivery Partner Wellbeing Survey Score of 74.05/100.

Based on the average scores, the results were organized into three tiers: High Score (80% and above), Medium Score (65%–79.9%) and Opportunity for Improvement (below 65%). Among the nine elements, Payout and Earnings emerged as the strongest-performing element, with an average score of 80.92%, placing it in the High Score tier.

Most elements fell within the Medium Score tier, including Order Delivery Experience (78.93%), Attire and Assets (78.60%), Diversity and Respect (75.40%), Growth and Long-Term Engagement (73.40%), Grievance Redressal (70.00%), Knowledge Acquisition (70.40%) and Health and Safety (69.53%). Financial Inclusion and Social Security, with an average score of 61.60%, was identified as an Opportunity for Improvement, indicating scope to further strengthen delivery partner access to financial resilience and social protection.

Element Name and description	Element Weight/Max points	Eternal Element Score in 2026
Payout and Earnings: Whether delivery partners experience earnings as fair, predictable and transparent and can clearly understand how payouts, incentives and additional earnings work	25	20.23

Note: Please refer to Annexure 8 for NielsenIQ's claim letter for the Delivery Partner Wellbeing Survey 2026.
**Sample: 2,663 Zomato delivery partners and 2,574 Blinkit delivery partners.*

Health, safety and well-being for all (continued)

Element Name and description	Element Weight/Max points	Eternal Element Score in 2026
Order Delivery Experience: How easy, flexible and manageable partners find the day-to-day process of completing deliveries.	15	11.84
Grievance Redressal: Whether delivery partners can easily access support and get issues resolved effectively, particularly when they encounter operational or adverse situations.	15	10.50
Health and Safety: The extent to which delivery partners feel protected from occupational, road and health-related risks, and can seamlessly access relevant safety and wellness support.	15	10.43
Financial Inclusion and Social Security: Whether delivery partners have access to financial resilience and protection beyond immediate earnings, including formal financial and social-security mechanisms.	10	6.16
Attire and Assets: Whether delivery partners have access to appropriate, reliable and useful equipment and assets required to perform delivery effectively.	5	3.93
Knowledge Acquisition: Whether delivery partners receive the information, skills and learning support needed to carry out deliveries confidently and make informed decisions.	5	3.52
Diversity and Respect: Whether delivery partners experience dignity, inclusion, equal opportunity and respectful treatment while undertaking deliveries.	5	3.77
Growth and Long-term Engagement: Whether delivery partners see continued value, recognition and opportunities for progression through their association with the platform.	5	3.67

Key Initiatives

Payout and Earnings:

- Generated income opportunities through delivery for 30 lakh+ unique gig workers

Order Delivery Experience:

- In FY26, more than a third, around 37% of active delivery partners, logged in for an average of less than 4 hours per day, reflecting the flexibility available to partners in determining their hours of engagement with the platform
- Additionally, delivery partners participated on Zomato and Blinkit for an average of 40 days during FY26, reflecting the transient nature of participation on the platforms



Health, safety and well-being for all (continued)

Grievance Redressal:

- In addition to fleet operations managers, who manage delivery partner relationships across the cities we operate in, we have dedicated central delivery partner support teams that track offline and online channels to ensure timely query and grievance resolution. In FY26, we also deployed AI to enable faster resolution of delivery partner queries and complaints.

Health and Safety:

- 100% of delivery partners are covered by free accidental, OPD, maternity cover for women delivery partners, amongst other benefits; Coverage inclusions: Accidental 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 65,000, Maternity insurance with coverage of up to INR 40,000
- INR 200+ crore worth of insurance payouts have been processed till date. Among delivery partners who claimed insurance benefits, 89% found the claims process easy
- Accident per million km rate reduced:
 - FY25: 1.6 accidents per million km
 - FY26: 1.0 accidents per million km**
- Facilitates access to free emergency ambulance services across 900+ cities with an average 20-minute response time
- All delivery partners are required to complete a mandatory road safety awareness module at the time of onboarding
- Delivery partners can report unsafe or difficult-to-navigate areas through the delivery partner app. More than 270 black zones were identified as on 31st March 2026, with such locations marked as unserviceable, where required, to enhance safety
- Eternal has deployed 1,150 automatic weather stations across 100 cities to predict hyperlocal weather conditions and enable timely communication to delivery partners, helping them better prepare for changing weather conditions while undertaking deliveries
- Eternal onboarded 3,395 rest points pan-India, in partnership with restaurants and other merchants, giving gig workers access to basic amenities like drinking water, washrooms, charging stations, etc. Additionally, Blinkit's delivery partners have access to shaded rest areas equipped with these amenities at our dark stores.
- Doctor@store facility launched at Blinkit dark stores for delivery partners and their families

Financial Inclusion and Social Security:

- INR 200 crore of government scheme benefits unlocked for delivery partners through pan-India enrollment camps
- 1 lakh+ retirement accounts opened by delivery partners under National Pension System (gig worker variant) via the Zomato app
- 1.2 lakh delivery partners filed income tax returns through the Zomato app; ~70% first-time filers, receiving INR 18+ crore in refunds
- Accrued savings of ~INR 2.5 crore in fixed and recurring deposits
- Mobilized scholarships worth INR 7+ crore for 2,250+ children of 1,700+ delivery partners

Attire and Assets:

- We provide access to custom-made and off-the-shelf apparel to help delivery partners navigate changing weather conditions, including raincoats and cooling vests. In FY26, 3,000 cooling vest jackets were provided under a pilot to assess their effectiveness in reducing heat stress and gather design feedback for the manufacturer

Knowledge Acquisition:

- All delivery partners are required to complete a mandatory road safety awareness module at onboarding and are also trained on food handling practices through online modules



*Due to temporary total disability and income protection for qualifying illness.

**The number of accidents reported within specified timelines by the delivery partners of Zomato and Blinkit while undertaking delivery-related activities during FY26, divided by the total distance travelled for deliveries made for Zomato and Blinkit during the same period. Accidents are identified through insurance records and SOS reports; all insurance-reported accidents are included, while SOS-reported accidents are included where the delivery partner did not resume delivery activity within 24 hours.

Health, safety and well-being for all (continued)

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Diversity and Respect:

- In FY26, 4,000+ women delivery partners delivered 5.5 million+ orders across Zomato and Blinkit
- Women delivery partners can avail two paid period rest days in addition to only short-distance delivery option
- Between 7 pm and 5 am, women delivery partners have the option to avoid locations where they may feel unsafe
- 3,700+ persons with disabilities in last-mile deliveries as of March 2026 (90% YoY)
- Program benefits for Persons with Disabilities include waiver of onboarding fee, assignment of short-distance deliveries only, enhanced payouts, sensitized fleet coaches and support teams to better assist PwD delivery partners as needed. In addition, restaurant partners and end users are notified when a PwD delivery partner is assigned to an order and requested to extend their support

Growth and Long-Term Engagement:

- Through the Spirit of Service Awards and local city town halls, we recognize delivery partners for demonstrated service excellence, going beyond the line of duty for customers or communities and notable achievements such as participation in major sports or competitions
- We also recognized delivery partners who went the extra mile in assisting people in emergency situations during the launch of 'Sadak Suraksha Abhiyaan'

International Day of Persons with Disabilities

In December 2025, we commemorated the International Day of Persons with Disabilities by honoring 1,000+ hearing and speech impaired delivery partners associated with Zomato food delivery. Additionally, we conducted sessions for employees in multiple cities, introducing them to basic signs in Indian Sign Language (ISL).

We also conducted a disability sensitization and awareness workshop for 590+ contract workers across Eternal, building awareness on different types of disabilities recognized in the Rights of Persons with Disabilities Act, 2016 (RPWD Act) and ways to create more accessible and inclusive space for persons with disabilities.



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:

- Risk management
- Ethics and compliance
- Data privacy, cybersecurity and responsible AI
- Stakeholder engagement
- Our value chain
- Food quality, storage and transportation
- Innovation



Below is the list of our Board of Directors:

- | | |
|--|---|
| 1. Sanjeev Bikhchandani: Non-Executive Director | 4. Namita Gupta: Independent Director |
| 2. Sutapa Banerjee: Independent Director | 5. Aparna Papat Ved: Independent Director |
| 3. Deepinder Goyal: Vice Chairman and Non-Executive Director | 6. Kaushik Dutta: Chairman and Independent Director |

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

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 and third-party 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 which includes focused training on risk management and other areas including anti-bribery and anti-corruption, whistleblower, information security, data privacy, prevention of insider trading, conflict of interest, human rights etc. We also conduct online CoC training through our learning platform supported by an annual employee sign-off.

The Governance, Risk and Compliance team is responsible for driving 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 emerging risks identified in FY26:

Emerging risks

Black Swan

Unforeseen, large-scale catastrophic events, including severe geopolitical conflicts, regional trade or tariff disruptions, public health emergencies and localized security incidents pose fundamental risks to consumer behavior and financial stability.

Given that a substantial concentration of group Gross Merchandise Value (GMV) is anchored within top-tier urban metros, any localized mobility restriction, trade deadlock, or supply shock can trigger severe operational and financial vulnerabilities across our consolidated network.

To ensure uninterrupted business continuity under adverse conditions, Eternal has systematically decentralized its operational footprint and established a geographically distributed supply architecture. We intentionally source critical inventory and materials from a diversified pool of independent vendors across separate regions, eliminating over-reliance on singular supply vectors.

Furthermore, the Company is actively embedding advanced technological solutions, including deeper logistically focused automated systems, to systematically reduce platform dependency on highly volatile human and energy variables. By prioritizing deep system resilience and predictive planning, Eternal stands prepared to navigate complex, large-scale disruptions while safeguarding core operational integrity.

Artificial Intelligence

Unethical use or inherent bias in AI algorithms, combined with the absence of a structured AI governance framework, may lead to operational failures and data privacy breaches resulting in loss of stakeholder trust, regulatory non-compliance and reputational damage.

Eternal is developing a structured AI framework to ensure ethical, transparent and efficient integration into business operations, with rigorous testing prior to deployment in addition to defining clear roles, responsibilities and authorization levels for AI usage.

Additionally, a comprehensive governance mechanism is being implemented to ensure continuous monitoring, timely detection and correction.

For more details on risks identified for Eternal, please refer to [page 57 of Annual Report FY26](#).

Ethics and compliance

Eternal’s policies and procedures are designed to build a 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.

The GRC team provides independent, quarterly updates to the Audit Committee regarding material breaches of ethical standards, compliance failures and employee misconduct across the enterprise. Our compliance framework sets clear expectations for ethical conduct.

It is supported by employee training, risk assessments, reporting channels, internal reviews and appropriate action in cases of non-compliance. We conduct periodic bribery and corruption risk assessments to proactively identify and mitigate potential risks, in accordance with the risk appetite and tolerance levels defined in our Risk Management Policy.

Zero

Directors, KMPs, permanent employees, or workers against whom disciplinary action was taken by law enforcement on charges of bribery or corruption

finest or penalties related to bribery or corruption were incurred, as no such incidents were reported during the financial year

cases of money laundering reported

conflict-of-interest complaints against any member of the Board of Directors or Senior Management Personnel

Advocacy and partnerships

We recognize the role we can play in supporting the development of well informed policies. We engage constructively with policymakers and industry associations, sharing our perspectives and inputs where appropriate and when invited to do so. All such engagements are conducted in a transparent, ethical and responsible manner.

Our Policy team undertakes policy advocacy on various issues. In FY26, we participated in the following public policy advocacy efforts:

- Provided inputs on Direction No. 94 of the Commission for Air Quality Management (CAQM)
- Provided inputs on draft rules under the four labor codes, Code on Social Security, 2020; Code on Wages, 2019; Occupational Safety, Health and Working Conditions Code, 2020; and Industrial Relations Code, 2020
- Provided inputs to state governments including [Karnataka](#), [Telangana](#), [Jharkhand](#) and [Maharashtra](#) on their draft policies on gig work
- Provided inputs on Draft Guidelines for Prevention, Regulation and Remediation of Fake Online Consumer Reviews, 2024
- Provided inputs on Draft Environment Protection (Extended Producer Responsibility for Packaging made from paper, glass and metal as well as sanitary products) Rules, 2024
- Provided inputs on ease of doing business in the live events and concert economy
- Provided inputs on implementation timelines under the Digital Personal Data Protection (DPDP) Act, 2023 and DPDP Rules, 2025

Our Chief Sustainability Officer (CSO), in collaboration with the Policy team, oversees engagement on climate-related policies that support the objectives of the Paris Agreement, including efforts to limit global warming to 1.5°C. This includes monitoring evolving climate-related policies and regulations to assess and mitigate potential impacts on our business.



Ethics and compliance (continued)

In FY26, we were members of/affiliated to the following coalitions/trade, industry chambers/associations:

Name of the trade and industry chambers/associations/memberships	Membership/sponsorship fees (INR lakhs)
Internet and Mobile Association of India (IAMAI)	8
Federation of Indian Chambers of Commerce and Industry (FICCI)	50
Technology Services Industry Association (Indiatech.org)	5
National Association of Software and Service Companies (NASSCOM)	-
Confederation of Indian Industry (CII)	6.3
PHD Chamber of Commerce and Industry (PHDCCI)*	-
Climate Group's EV100 initiative	5.5
UNEP Deliver-E Coalition	-
CII-India Plastic Pact (IPP)	2.5

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

*Membership existed until December 2025.



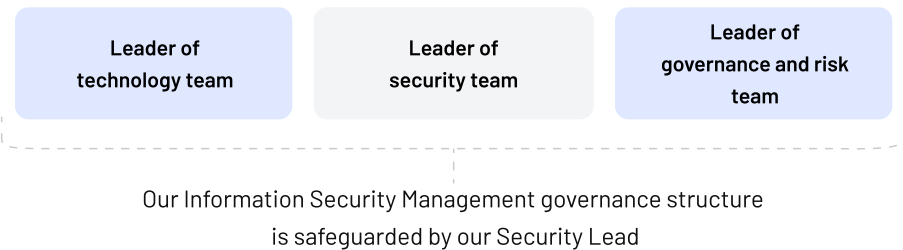
Third edition of Powering Inclusive Growth: Role of Platforms Conference in New Delhi, organized by Zomato and Blinkit in collaboration with Startup India, DPIIT

Data privacy, cybersecurity and responsible AI

As a technology platform, cybersecurity, 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.

Cybersecurity and data privacy governance structure

Eternal's governance structure for cybersecurity and data privacy involves key leaders from the technology, security and GRC teams. At the executive level, the Chief Technology Officer (CTO) holds overall accountability for cybersecurity. The CTO is supported by the Risk Management Committee (RMC) which holds the responsibility for driving the implementation of the cybersecurity strategy and monitoring its effectiveness. Operational oversight is led by the Site Reliability and Security Lead.



To reinforce data privacy governance, Eternal has also appointed a Data Protection Officer (DPO), working with the GRC team. The DPO serves as the central point of contact for all data privacy matters, ensures compliance with applicable regulations and leads organizational awareness and training efforts. The IT-GRC team maintains continuous communication with the RMC and reports any cybersecurity-related risks or concerns. GRC team briefs the Audit Committee on information and cybersecurity matters quarterly.

Our privacy policy outlines the guidelines for handling personal information. It underscores our commitment to using data solely for its intended purpose and

and obtaining it through lawful and transparent means, with explicit consent where required. It is embedded in group-wide risk/ compliance management and applies to the entire operations, including suppliers.

Cybersecurity and data privacy measures

- **ISO 27001 certification:** 100% of our operations are ISO 27001:2022 certified, reflecting our focus on systematic information security management practices that meet globally recognized standards.
- **Security by design:** We adopt a security-by-design approach, proactively embedding end-to-end security controls throughout the technology development lifecycle. We ensure our systems are inherently resilient and protected against emerging threats.
- **Security assessments:** To keep our systems secure and up to date, we follow a regular review process. We ensure compliance with our privacy policy through internal and third-party audits, supported by a zero-tolerance policy for violations. We also carry out Vulnerability Assessments (VA) and Penetration Testing (PT) evaluations including simulated hacker attacks and third-party reviews. Cases of breaches, if any, are thoroughly investigated and necessary actions are taken for non-compliance with the policy.
- **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 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 as per interests), process and complete transactions and to make special offers
- Sending communications that customers have requested or that may be of interest to them
- Showing ads that are relevant to customers
- Generating reports, reviewing data or conducting research on our user base and service usage pattern
- Providing them with customer support

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

Data breaches

Zero instances of data breaches in FY26

Note: Please refer to Annexure 9 for ISO 27001:2022 certificate.

Data privacy, cybersecurity and responsible AI (continued)

We follow appropriate industry standards to protect the personal information submitted with us, upon receiving it and during transmission. 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.

We have an incident management process in place that provides a standardized framework for investigating, responding to and communicating security incidents. Through defined governance and approval processes, we assess security incidents and, if required, notify regulatory authorities, customers and other relevant stakeholders in accordance with legal and regulatory obligations. Zero consumer complaints related to data privacy were filed during FY26 and none were pending resolution at year-end.

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 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 purposes for which we disclose it to them

Responsible artificial intelligence

We are committed to responsible and ethical use of artificial intelligence in our operations. We have placed appropriate controls in place to ensure the same as follows:

- **Data ethics and privacy baseline:** We safeguard user privacy. Data utilized for AI experimentation or deployment is hosted in secure, access-controlled environments and managed in full compliance with ethical data standards.
- **Awareness and training:** Responsible AI starts with our people. We provide organization-wide training programs to help our employees understand the ethical, legal and safety implications of AI.
- **Continuous monitoring and oversight:** We deploy real-time monitoring protocols to track model performance, validate accuracy and proactively detect and resolve algorithmic bias or data drift.
- **Commitment to transparency:** To maintain trust, all AI-generated responses and outputs are clearly labeled, ensuring users know when they are interacting with artificial intelligence.

Hackathon

In May 2025, we hosted a live hacking event bringing together ethical hackers from across the country to probe and test our apps for their robustness. This helped us identify and proactively tackle vulnerabilities on our platform, ensuring our security systems continue to stay ahead of threats. We also organized the first ever hackathon specifically for the 'District' app, where 150+ participants from different teams brainstormed to find solutions for the going-out business.



District hackathon event

Stakeholder engagement

At Eternal, we value the concerns of all our stakeholders. We regularly engage with stakeholders to understand their needs and utilize their feedback to design programs that promote long-term sustainable value for all. We have developed stakeholder engagement programs that are applicable across all local operations. We regularly engage with local stakeholders via various channels to identify their emerging concerns in order to make improvements and design innovative offerings to meet their expectations from our business. Regular surveys and impact assessments are also conducted for projects that involve local stakeholders.

As outlined in our stakeholder management policy, we have a grievance redressal mechanism in place for all stakeholders to raise any concern. We regularly track progress on and address grievances (if any) across different stakeholder groups (including community). Should stakeholders have any concerns, queries, or complaints, they can reach out to us through the below grievance reporting channels:

- grievance@eternal.com
- nodal@eternal.com

Additionally, feedback or concern can be submitted through <https://www.eternal.com/contact>.

Stakeholder group	Complaints filed during FY26	Pending resolution at the end of FY26*
Communities**	3	2
Shareholders***	463	0
Employees and workers****	105	9
Customers**	158	272
Value chain partners**	7	21

**The number of complaints pending resolution at the end of FY26 also includes unresolved complaints from FY25.*
***Legal cases filed before any court of law have been considered.*
****We have no investors other than shareholders. Complaints filed on the NSE and BSE have been considered.*
*****POSH, human rights and whistleblower complaints have been considered.*

Responsible communication

All our marketing and advertising communications are bound by our Code of Conduct and internal guidelines to ensure that communication with stakeholders is ethical, transparent, accurate, inclusive and mindful of diverse audiences. We carefully review each piece of communication issued by our company to internal and external stakeholders to ensure it is truthful, accurate, appropriate and compliant with applicable brand guidelines, company policies and laws and regulations and 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.

There were zero advertising complaints filed during FY26. One complaint from the preceding financial year remained pending at year-end.



Stakeholder engagement (continued)

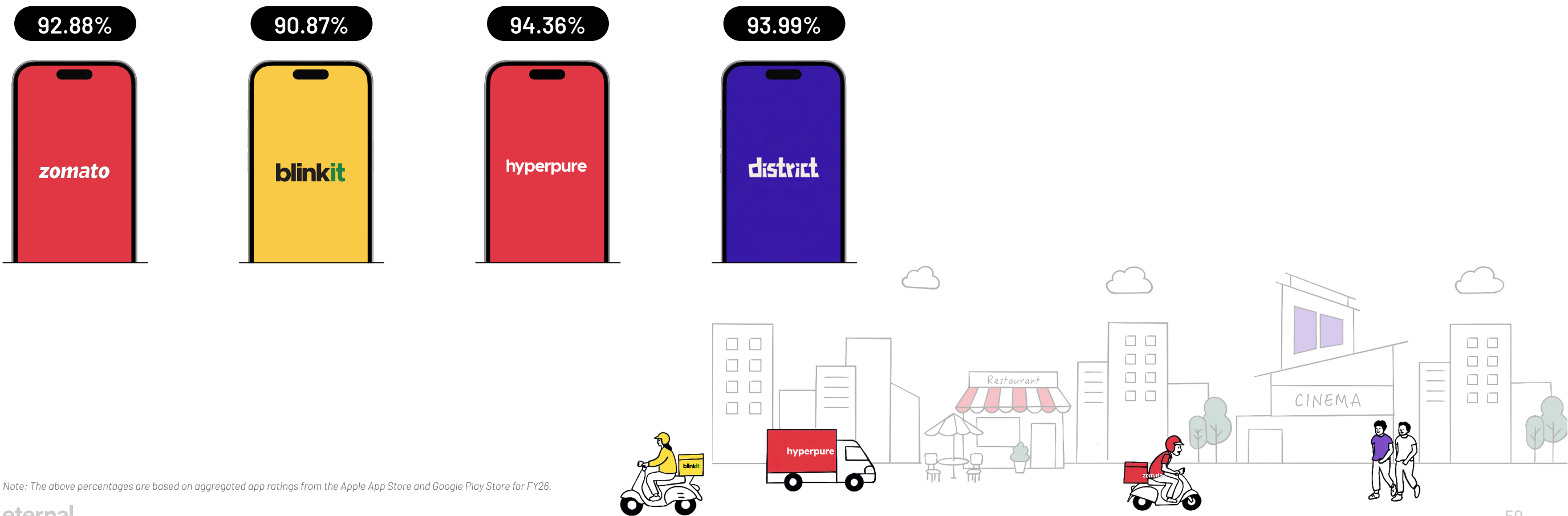
Enhancing customer experience

Ensuring our customers have a positive experience on our platforms is integral to us and guides how we design, deliver and continuously improve our services. We have strong, multi-channel feedback collection mechanisms in place to maintain high levels of service quality to diverse groups of platform users. Customers can reach out using the support section on the applications, via email and our social media channels.

In FY26, we also deployed AI towards faster resolution of queries and complaints from end users, delivery partners and restaurant partners. We regularly collect ratings from these groups via the apps to continuously enhance their platform experience. Collated feedback is converted into actions to ensure we continuously improve our services.

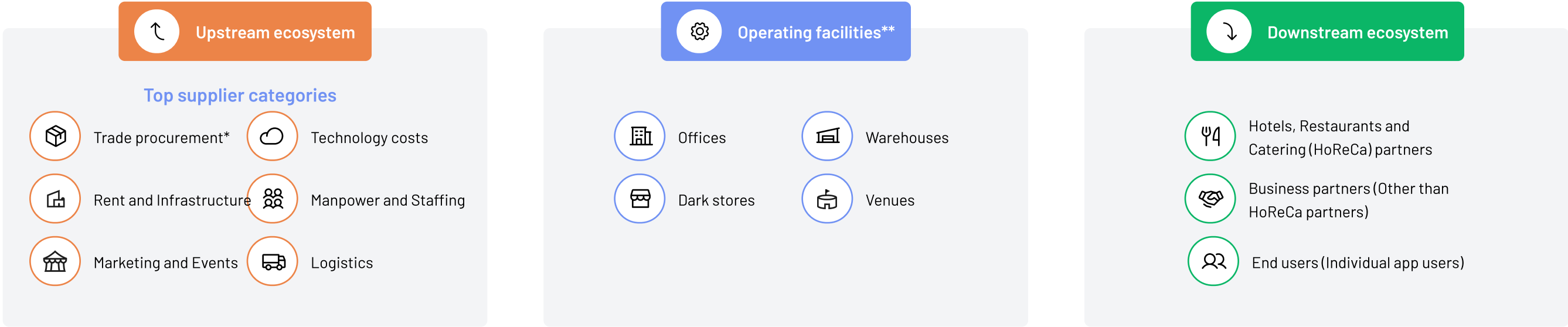
To ensure concerns are addressed effectively, we have a structured complaint handling and resolution process under which customers receive an acknowledgement confirming receipt of their complaint, followed by transparent communication on the expected timelines for investigation and resolution.

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:



Note: The above percentages are based on aggregated app ratings from the Apple App Store and Google Play Store for FY26.

Our value chain



Sustainable value creation

Sustainability is integrated at every stage of the value chain at Eternal to drive social and environmental impact for our stakeholders. Some of the key initiatives we undertake, are listed below:

Upstream ecosystem:

- Assessed 80+ suppliers (15.41% of spend) on ESG parameters
- Trained 300+ suppliers (7.47% of spend) on BRSR principles, human rights, health and safety.
- Contract worker well-being
- Delivery partner well-being
- Transition to EV based deliveries
- Women Accelerator Program

Operating Facilities:

- Resource (Energy, waste and water) management across facilities
- Employee training and awareness
- Employee well-being

Downstream ecosystem

- Assessed 80+ downstream business partners (4% of revenue)
- Trained key downstream restaurant partners (0.38% of revenue) on sustainable packaging
- Plastic Free-Future Program for restaurants
- Food Rescue initiative for end users

* Trade procurement refers to all goods purchased for sale across Hyperpure and Blinkit.

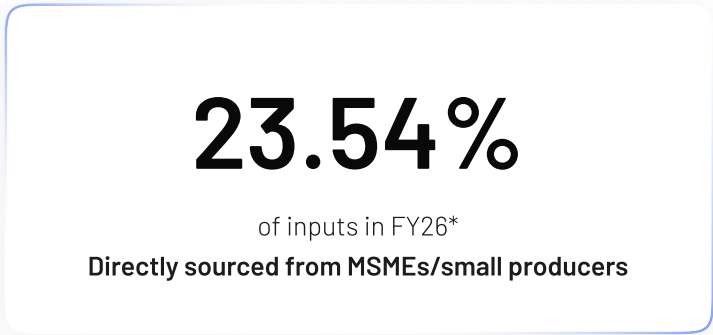
**The list represented below is not exhaustive and does not imply operational control.

Our value chain (continued)

Sustainable value creation

Anchored by our Responsible Sourcing Policy and Business Partner Code of Conduct, our Sustainable Supply Chain Program provides the framework to build long-term resilience across our ecosystem. Through a structured approach of continuous ESG assessments, active capacity building and collaborative engagement, we embed responsible business practices. This enables us to promote ethical sourcing, strengthen partner capabilities, create sustainable livelihood opportunities.

Partnering with MSMEs and small producers



Produce being sorted at a collection center

*For the purposes of this disclosure, the classification of MSMEs and small producers has been determined in accordance with the applicable definitions under the SEBI BRSR guidance. Small producers considered in this disclosure include farmers, sahakars, cooperatives and similar producer entities, irrespective of their size or scale.

Our value chain (continued)

Celebrating sustainable suppliers

DesiCrew's core idea is simple: technology jobs should travel to places where talent lives. Through Zomato, DesiCrew digitizes 1,50,000+ restaurant menus every month, creating digital jobs in smaller towns like Kaup, Udupi.

Of its 235 workers on the Zomato menu-digitization team, 175 are women. By hiring and training local talent, including women returning to work and those balancing care responsibilities, the partnership creates pathways for formal, knowledge-sector careers closer to home.

For Eternal, the partnership shows how the work behind a simple customer experience can also expand access to economic opportunity, strengthen local livelihoods and enable more inclusive participation in the digital economy.

1,50,000+

restaurant menus
digitized monthly

74%

women in menu-digitization
team of Zomato (175 of 235)

~70%

women across
DesiCrew's workforce

Greenlit's core idea is simple: live events can be designed to generate less waste and a leave a lighter environmental footprint. Greenlit brings practical solutions to events – from reusable cups and water refill stations to improved systems for collecting and recovering waste.

Across 9 District events in 4 cities, these solutions have helped reduce single-use plastic and support livelihoods through the waste management ecosystem.

For Eternal, the partnership shows how sustainability can be built into everyday event operations – making live events more circular and resource-efficient, without compromising the experience for audiences.

12+ tonnes

single-use
plastic avoided

3.16 lakh litres

bottled water
displaced

309

livelihoods
supported



"I have been with DesiCrew for 12 years and the journey has given me opportunities to grow both personally and professionally in ways I never imagined when I first started."

- Nayana Pujari, Process trainer at DesiCrew



Greenlit team

Food quality, storage and transportation

As a consumer-first platform, ensuring the quality, hygiene and safety of products delivered through our ecosystem is fundamental to us as a responsible business. We have made considerable progress across training, packaging, technology and certifications to ensure we meet high standards, protect our customers while striving to exceed their service expectations.

- Within the Zomato food delivery business, while food preparation and packaging are fully managed by our restaurant partners, we support delivery partners through training focused on service quality, food handling, hygiene practices and ensuring we only work with restaurants that hold valid food safety licenses.
- Across our warehouses and dark stores, we have established standard operating procedures governing quality assurance from product receipt through storage and distribution
 - In-house lab for rigorous quality testing of products from our Food Park to ensure adherence to high standards of quality, safety and consistency
 - Quality checks conducted at the point of inbound receipt to verify product specifications, compliance requirements, shelf life and adherence to applicable FSSAI regulations
 - Technology-enabled controls, including AI-powered expiry date capture and labeling, enhance product traceability and inventory accuracy
- All delivery partners across Blinkit and Zomato are trained in proper food handling practices through a mandatory module at the time of their onboarding.
- 100% of workforce members involved in food handling receive mandatory food safety training.
- We also conduct FOSTAC-certified programs on a periodic basis, where applicable.
- For events organized by District by Zomato, we have clear food handling guidelines which are shared in advance with vendors and restaurant partners to ensure safety and hygiene standards.



Women workers sorting through produce at Hyperpure warehouse

Certifications

ISO 22000:2018 (Food Safety Management Systems)
certification for our Food Park (May 2025)

FSSC (Food Safety System Certification) 22000
for eight warehouses and our Food Park (May 2026)

Global G.A.P (Good agricultural practices)
certification secured for our hydroponic farm (March 2026)

Note: Please refer to Annexure 10 for ISO 22000:2018, Annexure 11 for FSSC 22000 and Annexure 12 for Global G.A.P certificate.

Innovation

Innovation is the lifeblood of Eternal’s growth and expansion strategy. To maintain high standards for innovation, we have created a culture of continuous experience-based learning, maintain low barriers to personnel movement within Eternal, support audacious experiments and prioritize outcomes and ownership over qualifications and seniority to reward people. All while keeping our eyes peeled and ears to the ground to stay ahead of evolving stakeholder expectations and competitor moves.

Below are some notable innovations across our platforms:

Zomato

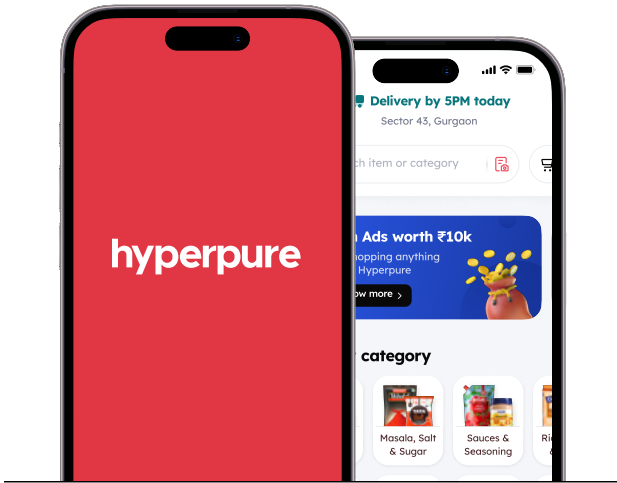


- **Launching healthy mode:** To capture the growing demand for healthier meals, Eternal launched ‘Healthy Mode’ on Zomato food ordering and delivery app in Top 7 cities in FY26. With this mode, customers see a curation of healthy dishes from restaurants, along with complete nutritional information, i.e. macros, ingredient-level description and customization filters. Since its launch, ‘Healthy Mode’ has helped customers make more informed and healthier food choices, generating 8.5 million+ orders in FY26.

- **Launch of Chef’s Table:** A thoughtfully curated multi-course dining-at-home experience from some of the finest restaurants, delivered directly to customers’ homes. Each menu is designed to bring the restaurant experience home, with premium course-wise packaging for a ‘Meal for 2’. The program is operational in Delhi NCR, Mumbai and Bengaluru across 250+ restaurant brands and 650+ outlets.
- **Low plastic packaging tag:** A step forward in our Zomato Plastic-Free Future program, we recognized the need to raise awareness and make it easier for consumers to identify which restaurants use low plastic packaging. To facilitate this, we launched a ‘low plastic packaging’ tag on the Zomato app. This feature enables customers to easily discover restaurants actively adopting alternatives to plastic packaging for food deliveries through the ‘low plastic packaging’ filter option, tag on their menu pages, banners and a clear label in their order summary. As of 31st March 2026, we have facilitated 100 million food delivery orders through restaurants on the Zomato Plastic-Free Future Program.
- **Food Rescue:** To reduce food wastage arising from order cancellations, we launched the Food Rescue initiative on the Zomato app in November 2024 which gives customers the option to ‘rescue’ cancelled but untampered food orders at discounted prices, helping reduce food wastage. Since its inception in November 2024, the Food Rescue initiative is estimated to have prevented food waste over 7.5 lakh kg of food waste till March 2026 (assuming each order weighs approximately 400g).
- **Zomato for Enterprise (ZFE):** ZFE is a platform designed for companies to solve food expense management. A lot of Zomato orders placed by corporate employees are business-related and need to be reimbursed by their employer via processes that are, often, cumbersome and time-consuming. With ZFE, employees can simply bill their business orders directly to their employer, without having to pay, adding convenience for employees and transparency for companies. Over 350 companies have adopted ZFE.
- **Food on Trains:** Long-distance Indian rail carries enormous passenger volumes, yet onboard catering has limited choices and inconsistent quality. Zomato's Food on Train service fixes this through its IRCTC partnership: customers order on the app, enter their PNR and pick a station along the route. Zomato's station walkers hand the order over right at the coach gate. Delivering this service meant building real-time train tracking and a dedicated layer of walker logistics synced to each station halt. Zomato delivers at 250+ stations, pan-India.

Innovation (continued)

Hyperpure



- **Open for all:** In FY26, Hyperpure made restaurant-grade ingredients more accessible to small food businesses, including cafes, home bakers and street stalls. As a result, an additional 26,000 food businesses were able to benefit from Hyperpure's supply chain.
- **Stores on Hyperpure:** We built use-case-based stores on Hyperpure that bring together all the ingredients, equipment and packaging needed for specific menu items (e.g., pizza) or business formats (e.g., bakery) in one place, making ordering faster and easier.
- **Smart lists on Hyperpure:** To make ordering on Hyperpure quick and hassle-free, in May 2025, we launched the 'smart lists' feature on the Hyperpure app. This feature allows users to click a photo of their handwritten lists, or type/paste in their requirements on the app and have it converted to a ready-to-review cart with relevant items and quantities pre-filled. The user can simply review, make any changes if required and place their order swiftly, saving time.
- **Culinary Development Center and Food Park:** Beyond quality ingredients, Hyperpure helps restaurants and food brands simplify and scale their kitchen operations through its Culinary Development Center and Food Park. We work with customers on menu development and tailored ready-to-cook/heat solutions, helping them scale with ease while maintaining consistent quality and hygiene. All products developed at our Food Park undergo rigorous quality and food safety testing.

Blinkit



- **New services:** We introduced Blinkit Pharmacy which offers rapid home delivery for both over-the-counter (OTC) health products and prescription medicines.
- **New features:** We have introduced several new features to optimize customer experience including allowing users to 'Add more items' within 5-minutes of placing an order and parental controls to hide sensitive categories.
- **New categories:** Prescription spectacles, forex cards, SIM cards and metro cards were some key new categories launched on Blinkit in FY26.
- **Airport deliveries:** Blinkit partnered with Adani Airport Holdings Limited (AAHL) to launch India's first in-terminal quick commerce service at Chhatrapati Shivaji Maharaj International Airport (CSMIA), Mumbai. The service is now live at Terminal 2 for domestic departures, making app-based delivery a part of the airport experience. Passengers can order essentials through the Blinkit app and have them delivered to their location within the terminal, including boarding gates, lounges, the food court and select partner outlets. Deliveries are carried out by trained on-ground personnel, ensuring a seamless and secure experience without disrupting travel timelines.

Innovation (continued)

- **Trusted organic produce on Blinkit:** To ensure that customers receive the best produce that they can trust, we launched the trusted organic certification on the Blinkit app. When a user searches ‘trusted organic’ on the Blinkit app, they can view all the products that have been tested by us for up to 270 chemical residues in line with EU safety standards. Reports of each of the sellers are accessible on the application, detailing when and where the testing was done and the subsequent results.

District



- **Play:** District Play aims to get India to play more. While making discovery and bookings seamless is an important enabler, our larger focus is on building demand for sports and creating habits of regular play. We are equally committed to fostering strong, long-term relationships with our supply partners to help them grow, improve utilization and build sustainable businesses. By growing both customer participation and partner success, we aim to strengthen the overall sports ecosystem and make play a larger part of everyday life. District play had 851 facilities spread across Delhi, Mumbai and Bengaluru as of March '26.
- **SplitPay:** SplitPay enables everyone at the table to settle their share of a dining bill directly on the District app, with equal or customized splits with no need to exchange UPI IDs or scan QR codes. By making bill settlement transparent and convenient, SplitPay helps create a more frictionless dining experience.

- **District Stores:** In FY26, we launched stores on District, digitizing offline retail by enabling discovery of stores with access to deals and offers; we onboarded ~5,200 outlets across 8 cities by March 2026.
- **Effortless restaurant discovery:** We also introduced the ability to save restaurants directly from Instagram reels to District, bridging the gap between inspiration and action. Consumers can now effortlessly revisit places they discover online when it’s time to plan a meal.

Nugget



- **Nugget:** Eternal introduced Nugget in FY25 as an AI-native customer support platform that autonomously resolves customer grievances, delivering faster resolutions, personalized support to, higher customer satisfaction and significant cost savings. Since then, it has evolved beyond support into building conversational AI experiences for enterprises across different sectors, through voice and non-voice agents that work together to replicate full contact center operations. Nugget’s AI capabilities are supported by a robust governance, security and privacy framework and are AICPA SOC 2, ISO/IEC 42001, ISO/IEC 27001 and ISO/IEC 27701 certified. Nugget today powers over 15 million automated interactions every month.

Annexure

Open-ness of business

Parameter	Metrics	FY26
Concentration of purchases*	a. Purchases from trading houses as % of total purchases	57.10%
	b. Number of trading houses where purchases are made from	3,007
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	76.69%
Concentration of sales**	a. Sales to dealers / distributors as % of total sales	NA
	b. Number of dealers / distributors to whom sales are made	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.01%
	b. Sales (Sales to related parties / Total Sales)	0%
	c. Loans and advances (Loans and advances given to related parties / Total loans and advances)	0%
	d. Investments (Investments in related parties / Total Investments made)	0%

Number of days of accounts payables

Number of days of accounts payables ([Accounts payable x365]/ [Cost of goods/ services procured])	FY25	FY26***
	27	17

*For the purpose of this disclosure, "Trading Houses" have been identified based on the selection of either "Trader – Wholesaler/Distributor" or "Trader – Retailer" under the "Nature of Core Business Activity" on the GSTN portal by the respective taxpayers, vendors, or service providers. Where either "Trader – Wholesaler/Distributor" or "Trader – Retailer" has been selected for at least one state registration (GSTIN), total purchases have been considered on a PAN-India basis, aggregating transactions across all GSTINs linked to the same PAN.

**Eternal Limited (on a consolidated basis) does not deal with dealers/distributors.

***The data is reported as on 31st March 2026.

eternal



Annexure 2 (continued)

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8. Exclusions

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

- Operations of the Company other than reporting boundary set out in About the factsheet section of the Report, for the Identified Sustainability Information listed in Appendix I;
- Aspects of the Report and the data/information (qualitative or quantitative) other than the Identified Sustainability Information;
- Data and information outside the defined reporting period i.e. the financial year ended March 31, 2026; and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

9. Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information listed in Appendix I and presented in the Report for the year ended March 31, 2026 are not prepared, in all material respects, in accordance with the Criteria as stated in paragraph 3 above.

10. 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 sustainability performance and activities within the reporting boundary of the Report. 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: 26111850NDLHJJ3334

Place: Mumbai
Date: 14 September 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 report

Sr. No	Description of Indicator
1	Energy Consumption & its intensity
2	Waste generation, disposal, recycling etc. & its intensity
3	Water Withdrawal, Consumption and Discharge & its intensity
4	Scope 1 & 2 GHG Emissions
5	Scope 3 GHG Emissions (category wise) (including avoided emissions)
6	Workforce breakdown: • Permanent and other than permanent Employee & other than permanent workers (Contract workers) headcount • Differently abled permanent employee headcount
7	Performance review and appraisals for permanent employees
8	Employee & Worker Well-being Measures • Details of measures for the well-being of employees (Health insurance, Accident insurance, Maternity benefits) • Details of measures for the well-being of workers (Health insurance, Accident insurance, Maternity benefits) • Spending on measures towards well-being of employees
9	Gender pay indicators: • Gross wages paid to females as % of total wages paid
10	Instances of data breaches



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11	Complaints made during the year under categories: a. Communities b. Employees and workers (Includes POSH, human rights, and whistleblowers only) c. Customers d. Value Chain Partners e. Anti Bribery and Anti-Corruption complaints f. Conflict of Interest complaints g. Consumer Complaints - Data Privacy and advertising
12	Plastic waste recycled during the year
13	a) Percentage of permanent employees, other than permanent employees and other than permanent workers covered in Human rights trainings. b) Percentage of offices, dark stores & warehouses covered under human rights assessment.
14	MSME & small producers: Percentage of input material (inputs to total inputs by value) sourced from suppliers
15	Number of days of Accounts Payable
16	Details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties
17	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including POSH as a % of female employees / workers & complaints on POSH upheld
18	Details of safety related incidents including Lost Time Injury Frequency Rate, Total recordable work-related injuries, fatalities and High consequence work-related injury.

Boundary- Eternal Ltd (Standalone basis) and all its subsidiaries.



Annexure 2 (continued)

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Note 1: Scope 3 Category wise GHG emissions

Sr. 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



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Part B

Sustainability Information subject to limited assurance using Management Criteria

Sr. No	Description of the Indicator	Description of the Criteria
1	Mean & Median remuneration of permanent employees & BODs	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 2026.
2	Workforce breakdown: - Permanent employee headcount by age group - Permanent newly hired employees by age group and gender	- Active employees as of 31 March 2026, disclosed by age group and gender. - New employees joined during FY 2025-26, disclosed by age group and gender.
3	Turnover rate for permanent employees by age group and gender	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



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		these levels have been considered for the purpose of reporting STEM-related positions, with representation reported by gender.
5	Delivery Partners Road accidents per million km of delivery	The number of accidents reported within specified timelines by the delivery partners of Zomato and Blinkit while undertaking delivery-related activities during FY2025-26, divided by the total distance travelled for deliveries made for Zomato and Blinkit during the same period.



Annexure 3

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 as of 31st March 2026. 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 Protocol: Scope 2 Guidance and Technical Guidance for calculating Scope 3 emissions' standards.

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.

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 (2025).

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 or directly sourced from the suppliers. 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 by Eternal. 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.

- **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-mile 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. A combination of spend-based 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 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.

Annexure 3 (continued)

- **Upstream leased assets:** Emissions from directly leased facilities 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 (2025), 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 dark store to quick commerce business customers
- Last-mile deliveries from restaurants to food ordering business customers
- Last-mile deliveries from Bistro pods to Bistro 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.





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

2026-01-01 to 2026-12-31

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)	
3 MW Solar Project, Akshara - IREC 446	India	Solar	PV Ground mounted	No	2021-12-03	0.000000	
Redeemed Certificates							
From Certificate ID		To Certificate ID		Number of Certificates	Offset Attributes	Period of Production	Issuer
0000-0225-5807-4231.000000		0000-0225-5807-4462.171999		231.172000	Incl	2026-01-01 - 2026-01-31	International Carbon Exchange Private Limited
Production Device Details							
Device	Country of Origin	Energy Source	Technology	Supported	Commissioning Date	Carbon (CO ₂ / MWh)	
5 MW solar Project HT410 - IREC 670	India	Solar	PV Ground mounted	No	2021-07-16	0.000000	
Redeemed Certificates							
From Certificate ID		To Certificate ID		Number of Certificates	Offset Attributes	Period of Production	Issuer
0000-0226-0705-0772.394000		0000-0226-0705-0791.221999		18.828000	Incl	2026-02-01 - 2026-02-28	International Carbon Exchange Private Limited

Auditor Notes

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

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

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



QR Code Verification

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

Verification Key

2 0 2 7 4 0 6 6

<https://api.evident.app/public/certificates/en/tdtjRbH2xYvgsjZsuW2fisknk7qrFXie5EHsQVPVh0yMcjLU4V4dPOP2qgTBIM>





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**



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/3hix%2FN2WtVGOsIte4DLgNnNntgIDKvMANwJgCLiRuenSql%2B8gMwll3
lpIo83gPfo](https://api-internal.evident.app/public/certificates/en/3hix%2FN2WtVGOsIte4DLgNnNntgIDKvMANwJgCLiRuenSql%2B8gMwll3
lpIo83gPfo)



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)

Auditor Notes

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

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

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.



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 fulfillment 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



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

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 fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
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MANAGEMENT SYSTEM CERTIFICATE

Certificate no.: C671829

Initial certification date: 26 March 2024

Valid: 26 March 2024 – 25 March 2027

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

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

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

Place and date:
Barendrecht, 26 March 2024

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





Erie Koek
Management Representative

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



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

Appendix to Certificate

Zomato Limited
Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Zomato Limited	Pioneer Square Building, Sector 62, Golf Course, Extension Road, Gurugram - 122098, Haryana, India	Management activities for App based aggregator of food delivery and dining out along with subscriptions
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Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands - TEL: +31(0)102922689. www.dnv.com/assurance

Page 2 of 2



24 September 2026

Eternal Limited (formerly known as Zomato Limited)
Pioneer Square, Tower 1,
Near Golf Course Extension, Sector 62,
Gurugram, Haryana -122098

Attention: Abhijeet Mukherjee, Senior Manager, Sustainability

Dear Abhijeet,

NielsenIQ (NIQ) has conducted an independent study, commissioned by Eternal, as follows:

Project name	Delivery Partner Wellbeing Survey 2026
Areas covered	India
Population covered	Delivery partners engaged with Zomato and Blinkit
Sample size	5,237 delivery partners, including 2,663 delivery partners engaged with Zomato and 2,574 engaged with Blinkit. Note: This sample size was deemed statistically significant.
Sampling method	Stratified random sampling
Interview technique	Face-to-face interviews conducted at delivery partner hotspots
Question asked	Questions were asked across each of the nine elements of the Delivery Partner Wellbeing Framework, and the responses were used to derive a score for each element.
Date of fieldwork	13 May 2026 - 24 June 2026
Margin of Error	The DPWBS 2026 study is based on 5,237 completed interviews for Eternal (Zomato + Blinkit). At a 95% confidence level, the estimated margin of error is approximately ±1.35% for Eternal Overall. This precision level provides a statistically reliable basis for reporting and interpretation of the findings for the Eternal population.
Language of questionnaire / survey	English and 10 local languages: Assamese, Bengali, Gujarati, Hindi, Kannada, Marathi, Odia, Punjabi, Tamil and Telugu.

The fieldwork was conducted independently, without intervention from Eternal (Zomato and Blinkit), and in accordance with established quality-control procedures.

The survey results were initially analyzed based on the achieved sample distribution. Subsequently, following the availability of city-wise active delivery partner data for the survey period, NIQ applied a post-stratification weighting methodology so that each city's contribution to the final estimates reflects its share of the active delivery partner population. The final reported scores are based on these weighted estimates.

NielsenIQ | NESCO IT Park – Building 4, North Wing, Western Express Highway, Office 04-102,
Mumbai Maharashtra 400063, India

Based on the weighted estimates, Eternal (Zomato and Blinkit) achieved an overall Delivery Partner Wellbeing Survey Score of 74.05 /100, rounded to 74.1/100.

The scores reported in the Delivery Partner Wellbeing Survey 2026 reflect the findings of NIQ's research.

Our research yielded the following findings:

Delivery Partner Wellbeing Survey Score (2026) for Eternal (Zomato and Blinkit)

S No	Element	Element Weight/Max Points	Eternal Weighted Score
1	Payout & Earnings	25	20.23
2	Grievance Redressal	15	10.50
3	Health & Safety	15	10.43
4	Order Delivery Experience	15	11.84
5	Financial Inclusion & Social Security	10	6.16
6	Knowledge Acquisition	5	3.52
7	Growth & Long-term Engagement	5	3.67
8	Diversity & Respect	5	3.77
9	Attire & Assets	5	3.93
Final Delivery Partner Wellbeing Survey Score		100	74.05

Please note:

- While we have provided the above written confirmation of our research findings, NielsenIQ does not endorse any client claim. NielsenIQ is an independent research agency and cannot support or advise on advertisement or marketing campaigns or slogans or similar public disclosures.
- Eternal may only make use of our name in association with the results it may reference in its claim. Eternal may not state or imply that NielsenIQ is the source of the claim itself.
- Any citation to research conducted by NielsenIQ must not be presented in a misleading manner and must include the following: "Eternal claim based on research conducted by NielsenIQ from 13 May 2026 – 24 June 2026 with a total sample size of N= 5,237 (Zomato + Blinkit)".
- This letter is valid for 12 months from the date of issuance.
- Information provided by NielsenIQ is primarily designed for Eternal internal use. We consent the use of the results referenced in this letter in an advertisement or public communication only and on the condition that Eternal indemnifies and holds harmless NielsenIQ and NielsenIQ's affiliates and their respective officers, directors, shareholders, members, agents and employees against all claims, damages, loss, or expenses (including attorneys' fees) arising from Eternal disclosure of information related to the survey.

Sincerely,

Abhijoy Choudhary,
Tech & Durable Vertical Leader (India) SA&I,
NielsenIQ

NielsenIQ | NESCO IT Park – Building 4, North Wing, Western Express Highway, Office 04-102,
Mumbai Maharashtra 400063, India

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



South Asia

CERTIFICATE

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

eternal
ETERNAL LIMITED
Pioneer Square, Tower 1- Ground to 6th Floor,
Tower 2 - 1st and 2nd Floors, Near Golf Course Extension,
sector-62, Gurugram - 122 098, Haryana, India
including the sites and scope of application (see enclosure)

has implemented Information Security Management System
in accordance with **ISO/IEC 27001:2022**
for the scope of

**Management of Information security of corporate functions and business including
food delivery, dining out, enterprise technology and facilitating payments at stores,
gift cards, customer loyalty program.**

The certificate is valid from **2026-03-09** until **2029-01-19**
Subject to successful completion of annual periodic audits
The present status of this certificate can be obtained through TÜV SÜD website by scanning below QR code and by
entering the certificate number (without spaces) on web page. Further clarifications regarding the status & scope of
this certificate may be obtained by consulting the certification body at info.in@tuv-sud.com

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

Certificate Registration No. **99 310 00353**

Version of the statement of applicability: **Ver-1.1, Dated- 6th Oct'25**

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

Issue Date: **2026-06-01 Rev. 00**



Rahul Kale
Head of Certification Body
of TÜV SÜD South Asia Private Limited,
Mumbai
Member of TÜV SÜD Group
Page 1 of 3





Registered Address: TÜV SÜD South Asia Pvt. Ltd. • Saki Naka • Andheri (East) • Mumbai - 400072 • Maharashtra • India 

eternal

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Certificate IN26/00000341

The Food Safety Management System of

Zomato Hyperpure Private Limited

COID: IND-1-0587-532343
Main Site Warehouse 1, Khasra No. 5//2/1, 22/6//1, 6//1, 7//4/2, 5/1/1,5/2/2, 8//24/1/2, 24/2/2, 25/1/2, 25/2, Village-Jhund Sarai Viran, Tehsil- Farukh Nagar,Gurugram, Haryana-122505, India

has been assessed and determined to comply with the requirements of

Food Safety System Certification FSSC 22000

Certification scheme for food safety management systems consisting of the following elements:
ISO 22000:2018, ISO/TS22002-5:2019 and Additional FSSC 22000 requirements (version 6).

This certificate is applicable for the scope of
Storage of Chilled and frozen foods, ambient stable food products.

EXCLUSIONS: NA
The audit included multi-site activities as detailed in Addendum 1.

Food Category: G - Transport and storage services
This certificate is valid from 04 May 2026 until 03 May 2029 and remains valid subject to satisfactory surveillance audits.

Date of Certification decision 04 May 2026
Issue Date: 05 May 2026
Issue 1 Certified since 04 May 2026
Date of the last unannounced audit: N/A
At least one (1) surveillance audit is required to be undertaken unannounced after the initial certification audit and within each three (3) year period thereafter.

L. Moran

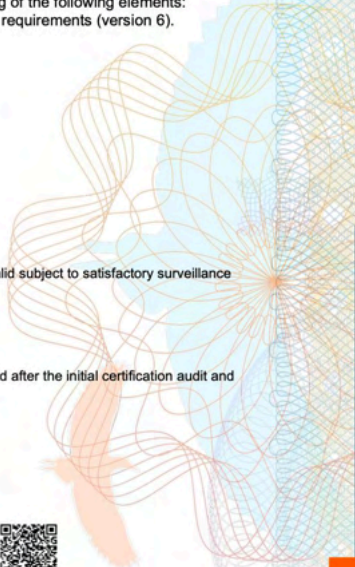
Authorised by
Liz Moran
Business Manager
SGS United Kingdom Ltd
Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
t +44 (0)151 350-6666 - www.sgs.com

The authenticity of this certificate can be verified in the FSSC 22000 database of certified organizations available on www.fssc.com.





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No. of certification body: **PRDT 007**

CERTIFICATE

of registration according to GLOBALG.A.P. General Regulations v6.0
Option 1 - Individual producer

Issued to
Zomato Hyperpure Private Limited
GGN: 4069453571846

Tower 1- Ground to 6th Floor and Tower 2- 1st and 2nd Floors, Pioneer Square, Sector-62, Gurugram, Haryana ,
122098 Gurugram,
IN

The certification body SGS India Pvt. Ltd. declares that the production of the products mentioned in this certificate meets the requirements set out in the standard:

- Integrated Farm Assurance (IFA) SMART Plants; Principles and Criteria for Fruit & Vegetables; 6.0_SEPT2022

If available, the requirements of the national interpretation guideline of the country of production, as mentioned in this certificate, are included in the standard.

Country of production	IN
Audit Method: On-site	
Audit Type: Initial certification audit	
Audit Notification: Announced	

CB contact data
SGS India Pvt. Ltd.
226, Udyog Vihar, Phase I
122016Gurgaon, Haryana

Authorized by
SGS India Pvt. Ltd.
226, Udyog Vihar,
Phase I,
122016
Gurgaon, Haryana,
India
+91 (0) 0124 6776300
globalgap.asia@sgs.com



Neeraj Puri

The current status of this certificate is always displayed at: <https://www.globalgap.org/validdate>

Valid from: 20.03.2026
Valid to: 19.03.2027

Date of certificate decision: 20.03.2026
Certificate No. 64034