

Date: 17<sup>th</sup> July 2024

To,

<b>National Stock Exchange of India Limited</b> Exchange Plaza, Block G, C/1, Bandra Kurla Complex, Bandra (E), Mumbai – 400051  Symbol: SAPPHIRE	<b>BSE Limited</b> Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400001  Scrip Code: 543397
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Dear Sir/Madam,

**Subject: Business Responsibility and Sustainability Report for the Financial year 2023-24**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby enclose the Business Responsibility and Sustainability Report for the Financial year 2023-24, which forms an integral part of the Annual Report for the Financial year 2023-24, submitted to the Exchanges vide letter dated 17<sup>th</sup> July 2024.

You are requested to kindly take the same on record.

Thanking you,

**For Sapphire Foods India Limited**



**Sachin Dudam**

**Company Secretary and Compliance Officer**

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (BRSR)

We, Sapphire Foods India Limited ('SFIL' or the 'Company') are delighted to unveil our BRSR for FY 2023-24, compiled as per the amended regulation 34 (2) (f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, following the Gazette notification no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023. As part of our commitment to responsible and sustainable business practices, we disclose our business performance and impacts using the Nine NGRBC Principles.

In this third BRSR, we reaffirm our dedication to transforming into a corporate entity that supports a sustainable society, sustains growth, and creates value for stakeholders. Through collaboration with our various stakeholders, we remain steadfast in advancing our sustainability objectives. This report showcases our unwavering commitment to sustainability and our collaborative efforts with stakeholders to realize our shared goals in this transformative endeavour.

By enhancing investor confidence and catering to the diverse needs of all stakeholders, we aim to enhance transparency and foster trust and sustainable growth.

## I. Details of the listed entity

SECTION A: GENERAL DISCLOSURES	
1. Corporate Identity Number (CIN) of the Listed Entity	L55204MH2009PLC197005
2. Name of the Listed Entity	Sapphire Foods India Limited (SFIL)
3. Year of incorporation	2009
4. Registered office address	702, Prism Tower, A Wing, Mindspace, Link Road, Goregaon (West), Mumbai, MH 400062, India
5. Corporate address	702, Prism Tower, A Wing, Mindspace, Link Road, Goregaon (West), Mumbai, MH 400062, India
6. E-mail	<a href="mailto:info@sapphirefoods.in">info@sapphirefoods.in</a>
7. Telephone	022-67522300
8. Website	<a href="http://www.sapphirefoods.in">www.sapphirefoods.in</a>
9. Financial year for which reporting is being done	1 <sup>st</sup> April 2023 to 31 <sup>st</sup> March 2024
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and Bombay Stock Exchange (BSE)
11. Paid-up Capital	₹ 637,044,160
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Balkrishna Chaturvedi 022-67522300 <a href="mailto:sustainability.officer@sapphirefoods.in">sustainability.officer@sapphirefoods.in</a>
13. Reporting boundary * Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis.
14. Name of assurance provider	Bureau Veritas India Private Limited
15. Type of assurance obtained	Limited Assurance

## II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. no.	Description of Main Activity	Description of Business Activity	% Of turnover of the entity
1.	Quick Service Restaurant (QSR)	SFIL is one of YUM! Brands largest franchisees in India and has 742 restaurant outlets of KFC and Pizza Hut as of 31 <sup>st</sup> March 2024.	100

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% Of total turnover contributed
1.	KFC – Chicken, Burgers, and Beverages	Division 56 – Food and Beverage service activities	66
2.	Pizza Hut – Pizza, Pasta, and Beverages	Division 56 – Food and Beverage service activities	34

### III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	748 restaurants, 12 warehouses#	1 Corporate Office, 5 Restaurants Support Centre's	766 locations
International*	124 (Sri Lanka 120, Maldives 4), 1 Warehouse#	1 Corporate Office	126 locations

\*Operated by subsidiaries # warehouse caters to inventory requirements of the restaurants.

19. Markets Served by the Entity

a. Number of locations

Locations	Number
National (No. of States)	KFC - 10 states Pizza Hut - 11 states
International (No. of Countries)	2*

\*Operated by subsidiaries

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Nil

c. A brief on types of customers

The Company operates KFC and Pizza Hut restaurants on a franchise basis serving customers across various channels such as dine-in, take-aways and online ordering. We serve a wide-menu offerings across the parts of the day providing safe and delicious food and value for money to our various customer groups.

### IV. Employees

20. Details as at the end of the Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	12,499	8,520	68	3,979	32
2.	Other than Permanent (E)	12	3	25	9	75
3.	Total employees (D + E)	12,511	8,523	68	3,988	32
WORKERS*						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

\* The Company does not employ workers

## b. Differently abled Employees and workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	115	103	90	12	10
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	115	103	90	12	10
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

## 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22
Key Management Personnel	2	-	-

## 22. Turnover rate for permanent employees and workers

	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)			FY 2021-22 (Year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	87%	71%	82%	104%	88%	99%	88%	67%	82%
Permanent Workers	-	-	-	-	-	-	-	-	-

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

## 23. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Gamma Pizzakraft (Overseas) Private Limited*	Direct Subsidiary	100	NO
2.	Gamma Pizzakraft Private Limited*	Indirect Subsidiary	100	
3.	Gamma Pizzakraft (Lanka) Private Limited	Indirect Subsidiary	100	
4.	French Restaurants Private Limited	Indirect Subsidiary	100	
5.	Gamma Island Food Private Limited	Indirect Subsidiary	75	

\*Pursuant to Scheme of Merger by Absorption of Gamma Pizzakraft (Overseas) Private Limited ("GPOPL") and Gamma Pizzakraft Private Limited ("GPPL") with Sapphire Foods India Limited ("Company") sanctioned by Hon'ble National Company Law Tribunal (NCLT) vide order reference number C.P. (CAA)/312/MB-I/2023 dated 20<sup>th</sup> March 2024, GPOPL & GPPL ceased to be subsidiaries of the Company effective from 31<sup>st</sup> March 2024.

## VI. CSR Details:

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) Yes
- (ii) Turnover (in .) - 22,360.81 (in millions)
- (iii) Net worth (in .) - 12,290.81 (in millions)

## VII. Transparency and Disclosures Compliances –

## 25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

To improve stakeholder engagement, the company has laid down various channels for reporting grievances which are governed by various policies. This enables a comprehensive outreach and fosters open communication with all our stakeholders. We actively communicate with our stakeholders to acquire a better understanding of their concerns and potential influence on our operations. There is also a thorough review mechanism in place for our grievances that tracks resolution results and timelines.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	-	-	-	-	-	-
Investors (Other than Shareholders)	Yes	1	-	-	7	-	-
Shareholders	Yes	-	-	-	10	-	-
Employees and Workers	Yes	7	1	This has been closed subsequently.	9	-	-
Customers	Yes	45,164	-	-	31,334	-	-
Value Chain Partners	Yes	-	-	-	-	-	-
Others (Please specify)	-	-	-	-	-	-	-

## 26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Food Safety	R	Food safety issues, such as foodborne illness concerns, in locations can affect the core of our restaurant's reputation. Reputational damage from food safety issues tends to have a long-term impact.	We have standard operating procedures in conjunction with regional food safety regulations and ensure all our employees are trained in food safety and sanitation for all our restaurants and warehouses. All our restaurants and warehouses are audited on a periodic basis covering our compliance with food safety, hygiene, and operational and brand standards by internal teams/ independent auditors appointed by YUM!	<b>Negative</b> Failure to meet product quality and safety can lead to severe reputational and financial risk for the organization.
2	Responsible supply chain	R	We source ingredients and products from a wide range of suppliers. Supply chain management is crucial for our restaurants to ensure food safety, protect their reputations, and improve revenues.	We make consistent efforts to engage with our distributors and suppliers to ensure strict adherence to food safety standards set forth by YUM! including vendor onboarding and the applicable laws and regulations.	<b>Negative</b> Value chain disruption can significantly impact the operations, production, in turn impacting the timely availability of products and profits generated out of it.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Human capital development	O	Our industry is labor intensive, and our employees are the backbone of our success. By offering competitive wages, safe working environments, and other opportunities for professional growth we aim to improve employee morale while reducing turnover rates.	With people-centric policies benchmarked with industry leading practices, we aim to equip our employees with support, so they can excel in their roles. Our employees at the store level often come from economically marginalized backgrounds without access to resources needed for higher education. We have designed a learning and development framework that follows a lifelong learning approach and is aimed towards the sharpening of core competitive advantages of operational excellence and customer-centricity.	<b>Positive</b> A bunch of diverse and happy workforce from different genders, ages, ethnicities, and special abilities enables a productive environment, drives innovative thinking, and helps in employee engagement and results in higher efficiency.
4	Employee engagement and satisfaction	O		Through different touchpoints we keep engaging with our employees and create memorable experience for our employees	
5	Diversity and Inclusion	O		As an equal opportunity employer, we have taken several initiatives towards creating a diverse and inclusive workplace	
6	Employee health and safety	R	High injury rates may indicate a weak governance structure and a weak workplace safety culture, as well as lead to significant reputational harm	We focus on physical and mental wellbeing of our employees through workplace safety and wellbeing initiatives and trainings on Health and Safety	<b>Negative</b> The absence of a proper safety mechanism can result in financial consequences such as fines and penalties, loss of life, high consequence injury and reputational damage
7	Energy conservation	O	Fossil fuel-based energy production and consumption contribute to significant environmental impacts, including climate change and air pollution, which have the potential to indirectly, yet materially, impact the results of restaurant operations.	By constantly managing energy consumption in our operations, we can reduce operational costs through energy efficiency upgrades and limit exposure to GHG emissions regulations using renewable energy resources. Most of our restaurants are covered by Energy Management Systems (EMS) which helps us in monitoring our energy consumption and improving energy efficiency at our restaurants and facilities.	<b>Positive</b> Increasing the renewable energy mix and energy efficiency will help reduce GHG emissions and reduce operational costs and have a positive impact on the environment

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Water and waste management	○	Our restaurant operations are dependent on water and restaurants located in water-stressed regions may be exposed to water usage restrictions or face high water costs. Reducing the amount of waste that accumulates from daily operations is one of the greatest environmental challenges faced across our industry.	By reducing water use and by implementing water-recycling practices we aim to optimise water usage and reduce operational costs. We ensure that the waste generated by our operations which mainly consists of food, cooking oil, and food packaging is disposed of in accordance with local laws and regulations in India.	<b>Positive</b> Judicious use of resources can yield cost benefits, reduce negative impact on environments and build reputational synergy in the sector.
9	Sustainable Packaging	○	Our industry is heavily reliant on packaging which generates a lot of waste. The regulation around packaging is evolving to reduce packaging and there is a need to improve recyclability or biodegradability of packaging	We are consistently making efforts to transition towards sustainable packaging and all our customer facing packaging is paper based and recyclable.	<b>Positive</b> Any cost put for transition to sustainable packaging will fetch positive outcomes and reduced cost in the long run.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

PRINCIPLE 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
PRINCIPLE 2	Businesses should provide goods and services in a manner that is sustainable and safe.
PRINCIPLE 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
PRINCIPLE 4	Businesses should respect the interests of and be responsive to all its stakeholders
PRINCIPLE 5	Businesses should respect and promote human rights.
PRINCIPLE 6	Businesses should respect and make efforts to protect and restore the environment.
PRINCIPLE 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
PRINCIPLE 8	Businesses should promote inclusive growth and equitable development.
PRINCIPLE 9	Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	<a href="#">Corporate Governance Policies</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Please refer to our <a href="#">Supplier Code of Conduct</a>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	Our sustainability policies are aligned with the National Guidelines on Responsible Business Conduct (NGRBC) guidelines and principles as mentioned below:  P1: <a href="#">Code of Conduct</a> P2: <a href="#">Supplier Code of Conduct</a> P3: <a href="#">Code of Conduct, Human Right Policy and Diversity and Inclusion Policy</a> P4: <a href="#">ESG Policy</a> P5: <a href="#">Human Right Policy and Diversity and Inclusion Policy</a> P6: <a href="#">OHS Policy, Environment Policy and ESG Policy</a> P7: <a href="#">Code of Conduct and Anti-Bribery &amp; Corruption Policy</a> P8: <a href="#">CSR policy</a> P9: <a href="#">Privacy Policy</a>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	We endeavour to assure food safety, maintain fair employment practices and employment engagement, lower our environmental footprint through resource conservation and responsible waste management systems, and compliance with governance requirements.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Yes, we worked with numerous stakeholders throughout the preceding fiscal year to identify and prioritise material topics across our four ESG pillars—Our Food, Our People, Our Planet, and Our Governance. As part of our commitment, we are focusing on continuing actions related to food safety, human capital, improving our environmental footprint, and strengthening our governance procedures and strategic action plans.								
Governance, leadership, and oversight									
d. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure) -									
In FY 2023-24, SFIL persisted in its ESG endeavours, and aligning with sustainability goals. The company’s sustainability roadmap, built upon four pillars—Our Food, Our People, Our Planet, and Our Governance—underscores its enduring dedication. Collaborative efforts with diverse stakeholders ensured holistic sustainability execution. SFIL achieved an impressive score of 42 in the S&P Dow Jones Sustainability Index, ranking in the 95 <sup>th</sup> percentile globally. Our continuous focus is on consolidation, expansion, profitable growth, and advancing sustainability goals. Prioritizing food safety, environmental stewardship, and employee welfare, SFIL emphasizes initiatives like ‘Kshamata’ to promote diversity and career advancement. Through tracking our actions on energy efficiency, digital transformation, and governance, we aim to operate sustainably and meet expectation of our various stakeholders.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	Mr. Sanjay Purohit, Whole Time Director, and Group CEO (DIN: 00117676) under the guidance of the Board of Directors and its Committees is responsible for implementation and oversight of the Business Responsibility policies.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Our CSR and ESG committee is responsible for the decision making on sustainability related issues.								
10.									
Subject for review	Indicate whether the review was undertaken by Director/committee of the board/ any other committee								
	Frequency (Annually/ half-yearly/ quarterly/ any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Our CSR and ESG Committee reviews the sustainability initiatives of the Company on an annual basis.								
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Company has been compliant with the statutory requirements and there have been no instances of non-compliances of NGRBCs.								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	No, However, the policies are reviewed periodically from a best practice perspective as well as from a risk perspective. Further, compliances with the policies are also reviewed internally by various departmental heads and business heads.								



**12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:**

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)						Not Applicable			
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

This section is designed to assist organizations in showcasing their integration of Principles and Core Elements into crucial processes and decisions. Information is divided into “Essential” and “Leadership” categories. While entities mandated to file this report are expected to disclose essential indicators, voluntary disclosure of leadership indicators is encouraged for those striving to advance their social, environmental, and ethical responsibility. This enables a comprehensive assessment of organizational commitment and progress in these areas.

**Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that Ethical, Transparent and Accountable.**

SFIL instils a values-based culture emphasizing ethics, employment, and safety procedures. Through our Code of Conduct and various Ethics and Compliance program, we uphold legal and ethical standards, ensuring proper processes to prevent unethical practices.



**Essential Indicators**

**1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:**  
[UN SDG: 16.3,16.7]

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1		100
Key Managerial Personnel	1	Code of conduct, POSH, ESG	100
Employees other than BoD and KMPs	1		100
Workers	Not Applicable		Not Applicable

**2. Details of fines/penalties/punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil		Nil	Nil
Punishment	Nil	Nil		Nil	Nil

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	Not Applicable

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

[UN SDG: 16.5]

Yes, through our [Anti-Bribery and Anti-Corruption Policy](#), we prioritize professionalism, fairness, and honesty, leaving no tolerance for corrupt practices. The policy is applicable to all our stakeholders, which delineates various forms of corruption, stressing compliance with ethical norms and imposing severe penalties for violations. SFIL conducts annual awareness training sessions and has established a swift grievance redressal mechanism for reporting incidents. This policy operates in tandem with our Code of conduct to align with the Corporate Governance and Ethics Code, affirming our dedication to responsible business practices and the highest standards of integrity and ethics.

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.**

[UN SDG: 16.5]

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Directors		
KMPs	Nil	Nil
Employees		
Workers		

**6. Details of complaints about conflict of interest:**

[UN SDG: 16.6]

	FY 2023-24 (Current FY)		FY 2022-23 (Previous FY)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil		Nil	

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties /action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

[UN SDG: 16.5]

Not Applicable

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods / services procured) in the following format:**

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Number of days of accounts payable*	45.28	48.83

(\*cost of goods or services procured includes purchases and other expenses)

**9. Open-ness of business: Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Metrics	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.06%	0.02%
	b. Sales (Sales to related parties / Total Sales)	Nil	0.10%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	100%	100%
	d. Investments (Investments in related parties / Total Investments made)	100%	36.57%

Note - Transaction with related party Gamma Pizzakraft Private Limited and Gamma Pizzakraft (Overseas) Private Limited has not disclosed since this entity got merged with Sapphire Foods India Ltd

**Leadership Indicators**

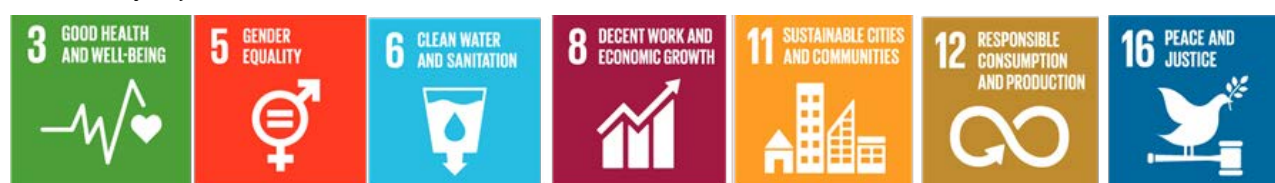
**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**

Yes, we have mechanisms in place to prevent and manage conflicts of interest involving Board members through our Code of Conduct for Board Members and Senior Management Executives.

The Code of Conduct establishes explicit criteria for interest disclosure, conflict resolution, confidentiality, non-compete agreements, and voting procedures. The Directors of the Company are required to disclose to the Board actual and apparent conflicts of personal interest in the interest of the Company and disclose all contractual interest, whether directly or indirectly, with the Company.

**Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.**

Sustainability is integral to our operations and is embedded into our processes and actions. Guided by our aspirations to be the best restaurant operator, we prioritize food safety and quality. Driven by our values based culture and backed by our sound governance practices, we constantly track our actions and progress to ensure these are aligned with our sustainability objectives.



## Essential Indicators

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	<b>FY 2023-24 (Current FY)</b>	<b>FY 2022-23 (Previous FY)</b>	<b>Details of improvements in environmental and social impacts</b>
R&D			We continue to explore opportunities to utilise renewable sources of energy and have installed solar panels at 45 restaurants as of March 31 <sup>st</sup> , 2024. We plan to install solar panels at another 50 restaurants.
Capex			Further to make our restaurants sustainable we have aligned our processes to comply with the Indian Green Building Council (IGBC) guidelines wherever feasible.

**2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes

**b. If yes, what percentage of inputs were sourced sustainably?**

SFIL has developed a supplier code of conduct and an ESG policy that highlight our commitment to going beyond our operations and ensuring sustainability throughout our supply chain. We work with suppliers who are committed to operate in compliance with our sustainability aspirations and applicable laws and regulations as guided by our Supplier Code of Conduct. Our food and packaging suppliers are on boarded as well as audited on an annual basis on food safety and quality standards set forth by YUM!. Our quality assurance team constantly reviews the internal processes to ensure compliance with the food safety and quality standards as well as sustainability guidelines set for the by our franchiser YUM!

**3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

The company has developed a waste management policy that focuses on disposing of waste responsibly and in accordance with relevant rules.

Plastic Waste: We do not generate considerable amounts of plastic waste because we have removed single-use plastics and switched to paper-based packaging. We serve our customers' food in FSC (Forest Stewardship Council) -certified paper packaging. Any plastic waste generated by supplier packaging is disposed of safely in compliance with the applicable requirements.

E-waste: Electronic waste generated during our operations, if any, is disposed of by authorised recyclers in compliance with the E- trash Management Rules, 2022.

Other waste: Any other waste is identified, collected, segregated, and disposed of in accordance with regulatory requirements and YUM! guidelines, if applicable, in the most environmentally friendly manner possible.

Considering our operational procedures, we do not generate **Plastic (including packaging), E-Waste, or Hazardous waste** post-sale to customers. As a result, these categories are not relevant to our activities.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

No, Extended Producer Responsibility is not applicable to the Company.

**Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains**

Employee satisfaction is fundamental at SFIL as it drives higher engagement, productivity, and morale. Recognizing employees as our primary asset, we value their feedback and perspective. We take pride to providing individuals from varied backgrounds with employment and advancement opportunities, with a focus on inclusivity and equal opportunity. As an equal opportunity employer, we value meritocracy at all levels of the employment process.



## Essential Indicators

### 1. Details of measures for the well-being of employees.

[UN SDG: 3.2,5.4,8.5,8.6]

Category	% Of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)*	% (B/ A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/ A)	Number (F)	% (F/ A)
Permanent employees											
Male	8,520	1,652	19	8,520	100	-	-	8,520	100	-	-
Female	3,979	329	8	3,979	100	3,979	100	-	-	-	-
Total	12,499	1,981	16	12,499	100	3,979	32	8,520	68	0	0
Other than Permanent employees											
Male	3	-	-	-	-	-	-	-	-	-	-
Female	9	-	-	-	-	-	-	-	-	-	-
Total	12	-	-	-	-	-	-	-	-	-	-

\*This excludes employees who are instead covered under ESIC (Employee State Insurance Corporation) benefits.

### b. Details of measures for the well-being of workers:

Category	% Of workers covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

### c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Cost incurred on wellbeing measures as a % of total revenue of the company	0.08%	0.07%

### 2. Details of retirement benefits.

Benefits	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	95	0	Yes	90	0	Yes
Gratuity	95	0	Yes	90	0	Yes
ESI	79	0	Yes	80	0	Yes
Others – please specify	Not Applicable			Not Applicable		

**3. Accessibility of workplaces**

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes. Most of our work locations are accessible for differently abled employees.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

SFIL has Diversity and Inclusion Policy in place that demonstrates our commitment to providing equal opportunity in accordance with the Rights of Persons with Disabilities Act, 2016. This policy promotes diversity and inclusion throughout the organisation, ensuring a non-discriminatory workplace. It is applicable at all levels, from the Board of Directors to employees and workers. Employees are given equal opportunity for growth and advancement, with accommodations for people with impairments. SFIL maintains this policy through frequent training and monitoring, as well as a grievance redressal procedure.

**5. Return to work and retention rates of permanent employees and workers that took parental leave.**

[UN SDG: 5.1,5.4,8.5,8.6]

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	73%	-	-
Female	100	73%	-	-
<b>Total</b>	<b>100</b>	<b>73%</b>	<b>-</b>	<b>-</b>

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.**

[UN SDG :16.6]

	Yes/ No (If yes, then give details of the mechanism in brief)
<b>Permanent Workers</b>	SFIL has no permanent workers.
<b>Other than Permanent Workers</b>	SFIL has no permanent workers.
<b>Permanent Employees</b>	Yes, employee grievances are dealt with in accordance with business policies. We have formed dedicated HR committees to resolve employee issues at the restaurant and corporate levels. Employee grievances are treated in accordance with our code of conduct.
<b>Other than Permanent Employees</b>	The <u>POSH policy</u> allows employees to file complaints if they encounter sexual harassment at work. The <u>Whistleblower policy</u> allows employees to disclose concerns or incidents that they believe demonstrate malpractice or impropriety, such as criminal activities, unethical behavior, and so on, in a responsible manner.

**7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:**

[UN SDG: 8.8]

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>						
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-
<b>Total Permanent Workers</b>						
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

Note: Our employees and workers do not have membership in association(s) or Unions recognized by the listed entity.

#### 8. Details of training given to employees and workers:

[UN SDG: 4.3,5.1,8.2,8.5,10.3]

Category	FY 2023-24 (Current FY)					FY 2022-23 (Previous FY)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	8,523	8,523	100	8,523	100	7,455	7,455	100	7,455	100
Female	3,988	3,988	100	3,988	100	3,168	3,168	100	3,168	100
Total	12,511	12,511	100	12,511	100	10,623	10,623	100	10,623	100
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

#### 9. Details of performance and career development reviews of employees and worker:

[UN SDG: 4.3,5.1,8.5,10.3]

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	8,523	8,523	100	7,455	7,455	100
Female	3,988	3,988	100	3,168	3,168	100
<b>Total</b>	<b>12,511</b>	<b>12,511</b>	<b>100</b>	<b>10,623</b>	<b>10,623</b>	<b>100</b>
<b>Workers</b>						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

#### 10. Health and safety management system:

[UN SDG: 3.3,3.5,3.8,8.8,16.7]

**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, what is the coverage of such a system?**

Yes, we are committed to providing a safe and healthy work environment for our employees. In line with our Occupational Health and Safety Policy, we have implemented numerous safety measures, including emergency preparedness action plans, safety measures, safety training, and other targeted programs. Our "Store Incident Management Tool" provides information on how to handle any situation. During the fiscal year ending March 31, 2024, we recorded 11 minor occurrences that were managed using our store's incident management system. To avoid operating hazards, we do frequent risk assessments and perform periodic maintenance on all our equipment and safety devices. Security is one of several measures implemented to guarantee the safety and well-being of female workers, particularly those working night shifts.

POSH policy and a regional disciplinary committee with a severe grievance redressal procedure assist our employees in highlighting key issues and concerns, which are resolved within the timeframe specified in policy.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Provided under point 15.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes. There are defined guidelines and reporting channels to guide our employees to report work-related hazards and incident management. These incidents are tracked for actions and redressal by the designated authorities. Insights gained serves as a basis for constant process improvements.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes, the company provides comprehensive health coverage for all employees and ensures the availability of first aid kits across its commercial sites. Additionally, we promote employee well-being through various health and wellness initiatives under the SoulAce program such as yoga workshops, and mindfulness exercises. These programmes are designed to support staff in enhancing their overall wellness by addressing the interconnected aspects of mind, body, and purpose. Through these efforts, we prioritize the health and happiness of our employees, fostering a work environment that values and promotes holistic well-being.

**11. Details of safety related incidents, in the following format:**

[UN SDG: 3.3,3.4,3.6,3.9,8.8,16.1]

Safety Incident/Number	Category*	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees*	11	9
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

\*Including the contract workforce

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

[UN SDG: 3.6,8.8,16.1]

Provided under point 10 (a)



**13. Number of complaints on the following made by employees and workers.**

[UN SDG: 16.6]

	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	No complaints were filed about working conditions	Nil	Nil	No complaints were filed about working conditions
Health & Safety	Nil	Nil	There were no complaints submitted about our health and safety system.	Nil	Nil	There were no complaints submitted about our health and safety system.

**14. Assessments for the year**

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices*	Nil
Working Conditions*	Nil

\*Covered through routine internal inspections, and reviews

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.**

[UN SDG: 8.8]

Details on our health and safety measures are provided under point 10 (a). we continue to build awareness on these measures through various employee engagement and training programs. All the safety incidents are tracked for redressal. Insights gained are used for upgrading and benchmarking our processes wherever needed.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

[UN SDG: 5.4,8.5]

(A) Employees: Yes, we have Benevolent funds covering all our employees.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

We have implemented a supplier code of conduct that specifies our approach to responsible business practices, including legal and regulatory compliance, and all our suppliers are expected to follow it. We engage with our suppliers on a regular basis to raise awareness and ensure that they follow our supplier code of conduct.

**3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Employees	Nil	Nil	Nil	Nil
Working conditions	Nil	Nil	Nil	Nil

**4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

[UN SDG: 4.3,8.5,10.3]

No

**Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders**

SFILs' primary stakeholders, including the government regulators, shareholders, consumers, suppliers, investors, and communities, seek transparency regarding our sustainability performance. We prioritize recording and disclosing both quantitative and qualitative indicators to address critical sustainability issues. Collaborating with stakeholders is crucial for achieving our sustainability goals and aligning our activities with their expectations, mitigating risks, and identifying opportunities.

**Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity.**

[UNSDG: 16.7]

We prioritize and develop long-term partnerships with our stakeholders. Our approach to stakeholder identification and interaction is guided by the notions of materiality, comprehensiveness, and effective evaluation, as outlined in our ESG Policy. Our method includes identifying key stakeholders who are directly or indirectly affected by our operations or influence company choices.

We completed a rigorous Stakeholder Engagement and Materiality Assessment (SEMA) during fiscal year 2021-22, and as part of the process, we performed a 360-degree analysis of our business value chain to identify our major stakeholder groups and map stakeholder engagement mechanisms. These assessments are reviewed every year to ensure these are relevant to our operations and align with the expectations of our stakeholders.

Based on SEMA, we identified the following stakeholders as essential stakeholders:

1. Shareholders, Investors and Management
2. Government and Regulators
3. Employees
4. Customers
5. Supply Chain Partners Suppliers, Logistics providers

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

[UNSDG: 16.7]

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders, Investors and Management	No	<ul style="list-style-type: none"> <li>Annual investor meetings</li> <li>Annual general meetings</li> <li>Board meetings</li> <li>Quarterly investor calls</li> <li>Emails</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Business growth and profitability</li> <li>Risk management</li> <li>Transparency and disclosure</li> </ul>
Government and Regulators	No	<ul style="list-style-type: none"> <li>Industry level consultations</li> <li>Discussion with government officials</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Compliance with statutory laws and regulations</li> <li>Contribute to national development</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> <li>Gallup employee engagement surveys</li> <li>Focused group discussions</li> <li>Townhalls</li> <li>Capacity building initiatives and training sessions</li> <li>Reward and recognitions</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Fair and equal opportunities</li> <li>Merit based career development</li> <li>Workplace safety</li> <li>Employee benefits</li> <li>Leadership connects sessions.</li> <li>Training and skill development</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Direct communications in restaurants</li> <li>Customer satisfaction Surveys and feedback</li> <li>Social media</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Safe, reliable, and delicious food</li> <li>Good dining experience and food Service</li> <li>Food quality</li> <li>Competitive pricing</li> </ul>
Supply Chain Partners, Suppliers, logistics providers	No	<ul style="list-style-type: none"> <li>Supplier meets.</li> <li>Industry associations</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Fulfil contractual obligations.</li> <li>Timely payment</li> <li>Long term business opportunity</li> </ul>

#### Leadership Indicators

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

[UN SDG 16.7]

Our Board level ESG and CSR Committee is in the forefront of leading our sustainability initiatives and monitoring our ESG performance. This committee examines the identified material ESG topics on a regular basis and reports to the Board as needed. Any stakeholder complaints are resolved in accordance with the defined processes and overseen by the designated authorities for timely redressal and further reporting to the Board, ESG & CSR Committee based on the nature of the concerns.

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

During FY 2021-22, we engaged extensively with stakeholders to discern and rank material topics spanning our four ESG pillars: Our Food, Our People, Our Planet, and Our Governance. These assessments are reviewed every year to ensure these are relevant to our operations and align with the expectations of our stakeholders. Based on this collaborative effort, material topics were prioritised which reaffirmed our steadfast commitments to food safety, human capital, environmental sustainability, and robust governance practices. Through this dialogue, we refined our strategic action plans to effectively address these priorities, ensuring alignment with stakeholder expectations and advancing our sustainable business agenda.

**3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

[UN SDG 16.7]

Not Applicable.

**Principle 5: Businesses should respect and promote human rights.**

Our priority is ensuring a healthy, safe, and inclusive workplace. We extend our human rights policies and benefits to both employees and partners. We're committed to integrating human rights systematically into our operations, fostering decent working conditions, protecting stakeholders' rights, and promoting diversity and inclusion. We aim to be exemplary corporate citizens, positively impacting our communities.



## Essential Indicators

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

[UN SDG: 4.3, 8.5, 8.8, 10.3, 16.5, 16.7]

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	12,499	12,499	100	10,604	10,604	100
Other than permanent	12	12	100	19	19	100
<b>Total employees</b>	<b>12,511</b>	<b>12,511</b>	<b>100</b>	<b>10,623</b>	<b>10,623</b>	<b>100</b>
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total workers</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**2. Details of minimum wages paid to employees and workers, in the following format**

[UN SDG: 1.2, 5.1, 8.5, 10.3]

Category	FY 2023-24 (Current FY)					FY 2022-23 (Previous FY)				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	<b>12,499</b>	<b>9,190</b>	<b>74</b>	<b>3,309</b>	<b>26</b>	<b>10,604</b>	<b>6,554</b>	<b>62</b>	<b>4,050</b>	<b>38</b>
Male	8,520	5,954	70	2,566	30	7,448	4,330	58	3,118	42
Female	3,979	3,236	81	743	19	3,156	2,224	70	932	30
<b>Other than Permanent</b>	<b>12</b>	<b>-</b>	<b>-</b>	<b>12</b>	<b>100</b>	<b>19</b>	<b>-</b>	<b>-</b>	<b>19</b>	<b>100</b>
Male	3	-	-	3	100	7	-	-	7	100
Female	9	-	-	9	100	12	-	-	12	100
<b>Workers</b>										
<b>Permanent</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than permanent</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

**3. Details of remuneration/salary/wages, in the following format:**

[UN SDG: 16.7]

**a. Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2	20,158,330	1	2,000,000
Key Managerial Personnel	2	1,10,57,501	-	-
Employees other than BoD and KMP	8,521	1,98,516	3,988	1,90,956
Workers	-	-	-	-

**b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Gross wages paid to females as % of total wages	24	22

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes. The company has a focal point in charge of resolving human rights issues. There are dedicated points of contacts to deal with Human Rights and other issues in accordance with the company policies. Further there is an adequate oversight mechanism over the resolution and reporting of these concerns.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

[UN SDG: 16.6]

Our Code of Conduct and various policies on human rights provides for mechanisms for raising grievances, defines redressal procedures, authorities, and communication process. There are defined internal committee based on the nature of grievances to oversee the redressal and reporting. In addition to these processes, we regularly engage with our employees through various channels to understand their experience and get attention on any potential issues concerning human rights. The outcomes from these engagements are monitored by senior management team to strategize actions.

**6. Number of Complaints on the following made by employees and workers:**

[UN SDG: 5.1,5.2,8.7,8.8,16.2,16.6]

	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	7	1	This has been closed subsequently	9	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	9
Complaints on POSH as a % of female employees / workers	0.2	0.3
Complaints on POSH upheld	-	-

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

[UN SDG: 16.6]

We are committed to “providing a safe workplace free of physical, verbal, and mental abuse. We also have a “zero tolerance” policy for harassment based on race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability, sexual harassment, and/or other actions that may create an objectionable or intimidating work environment, including unwanted or unsolicited sexual advances.

We have developed and implemented a policy to prevent sexual harassment in the workplace, including a process for receiving and redressing complaints, and constituted a committee to oversee its smooth operation. The policy also ensures that the complainant suffers no negative impacts in situations of discrimination and harassment. We have a policy of keeping the complainant’s name anonymous.

We have implemented Whistleblower, Prevention of Sexual Harassment (POSH), and Diversity & Inclusion policies to prevent negative outcomes in discrimination and harassment cases. The goal of these policies is to deepen our commitment to creating a discrimination-free workplace with equal opportunities for all. We encourage our employees and workers to report any occurrence involving discriminatory behavior and adhere to stringent confidentiality protocols when dealing with sensitive information about the incident.

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

[UN SDG: 5.2,8.8,16.1,16.7]

Yes. The Company has made compliance with human rights obligations a component of its Supplier Code of Conduct as well as its normal terms and conditions of its agreements and contracts with suppliers.

**10. Assessments of the year**

[UN SDG: 5.2,8.7,16.2]

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100*
Forced Labour/Involuntary Labour	100*
Sexual harassment	100*
Discrimination at workplace	100*
Wages	100*
Others – please specify	-

\*Covered through internal reviews.

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**

No significant risk has been identified during the assessment.

**Leadership Indicators****1. Details of a business process being modified / introduced because of addressing human rights grievances/ complaints.**

[UN SDG: 16.6]

We respect human rights and have developed a Human Rights Policy. The policy outlines our approach to human rights and establishes stakeholder expectations about adherence to human rights principles. The policy describes the mechanisms for raising complaints, identifying the redressal authority, outlining the redressal process, and communicating. Our senior management and Company employees are governed by our Code of Conduct. Our “Supplier Code of Conduct” for value chain partners, suppliers, and service providers addresses key human rights concerns and our suppliers are obligated to ensure compliance with this code.

**2. Details of the scope and coverage of any Human rights due diligence conducted**

We uphold human rights standards via our Code of Conduct, mandating compliance for all employees. Additionally, our Supplier Code of Conduct articulates our human rights expectations, urging suppliers to adhere to these principles. Through these codes, we foster a culture of respect and accountability across our workforce and supply chain, emphasizing the importance of human rights adherence at every level of our operations.

Regular awareness and assessment are facilitated through various engagement programs. Feedback obtained through these programs are analyzed and actioned in accordance with the defined processes.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Most of our work locations are accessible for differently abled employees.

**Principle 6: Businesses should respect and make efforts to protect and restore the environment**

In line with our commitment to operate sustainably, we constantly monitor our actions to reduce our environmental footprint and impact on climate change. In line with our Environment Policy, we have aligned our processes to ensure energy conservation and increase our renewable energy mix, optimise our water consumption, and responsibly dispose of the waste generated in our operations, reduce our dependency on plastic by transitioning to sustainable packaging'



**Essential Indicators**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

[UNSDG: 7.2, 7.3, 8.4, 12.2, 13.1]

Parameter	Unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>From Renewable Sources</b>			
Total electricity consumption (A)	TJ	1.4	0.4
Total fuel consumption (B)	TJ	-	-
Energy consumption through other sources	TJ	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>TJ</b>	<b>1.4</b>	<b>0.4</b>
<b>From Non-Renewable Sources</b>			
Total electricity consumption (D)	TJ	292	240
Total fuel consumption(E)	TJ	172	148
Energy consumption through other sources (F)	TJ	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>TJ</b>	<b>464</b>	<b>388</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>TJ</b>	<b>465.4</b>	<b>388.4</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)		0.000000021	0.000000020
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total energy consumed / Revenue from operations adjusted for PPP)		0.00000044	0.00000041
<b>Energy intensity in terms of physical output</b>	TJ per transaction	0.000010	0.000010
<b>Energy intensity</b> (optional) – the relevant metric may be selected by the entity	TJ per restaurant	0.63	0.63

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency

Yes, an independent assurance has been carried out by Bureau Veritas on the FY 2023-24 indicators in the table above.

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.96 ₹/USD as per World Bank has been considered.

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

[UNSDG: 7.2, 8.4 12.2, 13.2]

We do not have any sites or facilities identified as designated consumers (DCs) under the Government of India's Performance, Achieve, and Trade (PAT) Scheme, hence the following indicator is not applicable to.

### 3. Provide details of the following disclosures related to water, in the following format:

[UNSDG: 6.3, 6.4, 12.4]

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	109,856	32,021
(iii) Third party water (Municipal water supplies)	519,467	479,823
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>629,323</b>	<b>511,844</b>
<b>Total volume of water consumption (in kilolitres)#</b>	<b>125,865</b>	<b>102,369</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations) (KL/1 lakh inr)	0.0000056	0.0000052
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity</b> (PPP)* (Total water consumption / Revenue from operations adjusted for PPP)	0.000118	0.000109
<b>Water intensity in terms of physical output</b>	<b>0.0028</b> kilolitres per transaction	<b>0.0025</b> kilolitres per transaction
<b>Water intensity</b> (optional) – (Water consumption/Ton of production. KL/TON)	168 kilolitres per restaurant	165 kilolitres per restaurant

# Water discharged is considered as 80% of the water withdrawn from source based on NITI Aayog report "Urban Wastewater Scenario in India" August 2022. Therefore, it is assumed that of the total water withdrawal, only 20% is consumed.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.

Yes, an independent assurance has been carried out by Bureau Veritas on the FY 2024 indicators in the table above.

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.96 ₹/USD as per World Bank has been considered.

### 4. Provide the following details related to water discharged:

[UN SDG 6.3]

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>(ii) To Groundwater</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>(iii) To Seawater</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>(iv) Sent to third parties</b>		
- No treatment	-	-
- With treatment – please specify level of treatment#	503,458	409,475



Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>(v) Others</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

# Discharged water is filtered to remove all waste particles before release through the municipal sewage lines.

Note: Water discharged is considered as 80% of the water withdrawn from source based on NITI Aayog report "Urban Wastewater Scenario in India" August 2022. Therefore, it is assumed that of the total water withdrawal, only 20% is consumed.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency.

Yes, an independent assurance has been carried out by Bureau Veritas on the FY 2024 indicators in the table above.

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.96 ₹/USD as per World Bank has been considered.

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

[UN SDG 6.3, 6.4, 6.A, 12.4]

No but we've prioritized water conservation and recycling initiatives. These include advancements in RO membrane technology, aerated faucets, sensor-operated taps, and automated level sensors. Implementation of wastewater disposal systems and RO wastewater repurposing for flushing is in place. Through our RO pilot project, we target a substantial reduction in wastewater rejection over the period from 50-60% down to 15%. Furthermore, rainwater collection systems have been installed at our Mahim restaurant to conserve water. These multifaceted measures collectively aim to mitigate water wastage and promote sustainability within our operations.

**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

[UN SDG 3.9, 12.4, 14.3, 15.2]

Parameter	Please specify unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
NOx		Not available	Not available
Sox		Not available	Not available
Particulate Matter (PM)		Not available	Not available
Persistent Organic Pollutants (POP)	-	Not available	Not available
Volatile organic Compounds (VOC)		Not available	Not available
Hazardous air pollutants (HAP)		Not available	Not available
Others- please specify		Not available	Not available

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency.

Not Applicable

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	11,025	9,232
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	57,865	47,248
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent	0.0000031	0.0000029

Parameter	Unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>Total Scope 1 and Scope 2 emission intensity adjusted for Purchasing Power Parity</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for (PPP)*)	Metric tonnes of CO <sub>2</sub> equivalent	0.000065	0.000060
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO <sub>2</sub> equivalent per transaction	0.0015	0.0014
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent per restaurant	92	91

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency.

Yes, an independent assurance has been carried out by Bureau Veritas on the FY 2024 indicators in the table above.

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.96 ₹/USD as per World Bank has been considered.

#### 8. Does the entity have any project related to reducing Greenhouse Gas emissions? If yes, then provide details.

[UN SDG 3.9, 7.2, 12.4, 13.1, 14.3, 15.2]

Yes. We are focused on ensuring that our new restaurants adhere to green building standards. In addition, we are increasing our renewable installations to use solar energy, which has been put in 45 restaurants. We installed a VFD for the exhaust and used capacitor improvement technologies to conserve energy and minimise overall GHG emissions. We employ LED lighting, and all our electrical equipment are environment friendly, with a moderate to high star rating. To run efficiently, conserve energy and reduce total emissions, we employ an automated Energy Management System to control our restaurant's electrical equipment. We have an internal checklist based on IGBG guidelines for green building which helps us to select and operate new restaurants in a more sustainable and eco-friendly manner.

#### 9. Provide details related to waste management by the entity, in the following format:

[UNSDG: 3.9, 6.6, 8.4, 11.2, 11.6, 12.4, 15.1]

Parameter	FY 2023-24 (Current FY)		FY 2022-23 (Previous FY)		
Total Waste generated (in metric tonnes)					
Plastic waste (A)	-		-		
E-waste (B)	-		-		
Bio-medical waste (C)	-		-		
Construction and demolition waste (D)	-		-		
Battery Waste (E)	-		-		
Radioactive waste (F)	-		-		
Other Hazardous waste. Please specify, if any. (G)					
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	Type of waste	Weight in Mt	Type of waste	Weight in Mt	
	Used Cooking oil	377	Used Cooking oil	183	
	Restaurant Food	1,076	Restaurant Food	1,050	
	Restaurant Beverage	5	Restaurant Beverage	4	
	Restaurant Paper & Packaging	0.6	Restaurant Paper & Packaging	7	
	Packaging (at customer end)	2,380	Packaging (at customer end)	1,965	
Total (A+B + C + D + E + F + G + H)		3,839		3,209	
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)		0.00000017		0.00000016	
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)		0.00000036		0.00000034	

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Waste intensity in terms of physical output	0.000084 Mt per transaction	0.000080 Mt per transaction
Waste intensity (optional) – the relevant metric may be selected by the entity	5 Mt Per Restaurant	5 Mt Per Restaurant

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Category of waste		
(i) Recycled	Used Cooking oil – 377	Used cooking oil – 183
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>377</b>	<b>183</b>

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1,082	1,061
<b>Total</b>	<b>1,082</b>	<b>1,061</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency.

Yes, an independent assurance has been carried out by Bureau Veritas on the FY 2024 indicators in the table above.

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @20.96 ₹/USD as per World Bank has been considered.

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

[UN SDG 3.9, 6.3, 6.6, 8.4, 11.6, 12.4]

Our food waste reduction programme is an important part of our efforts to reduce our environmental impact. Our meal estimating programme, which utilises real-time data points, is a critical initiative. This enables us to prepare the appropriate amount of food for a given period, considerably reducing food waste. We recycle 100% of used cooking oil through licenced vendors who are contractually required to dispose of it in compliance with legislation.

Our waste management policy illustrates our determination to appropriately manage our waste. We ensure that our E-waste is safely disposed of by authorised partners. We are developing a variety of methods and practices for collecting and monitoring waste generation in order to reduce waste and recycle as much waste as feasible.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

[UN SDG 6.6, 14.2, 15.1, 15.5]

S.No	Location of operations/ offices	Type of operation	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

[UN SDG 6.3, 6.A, 12.4]

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results Communicated in public domain (Yes / No)	Relevant Web link
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The Company has not undertaken any environmental impact assessments during the current financial year.

**13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
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All plants are compliant with the prescribed norms.

Not Applicable

**Leadership Indicators**

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

[UN SDG 8.4, 11.6, 12.2, 12.4]

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Green Buildings	As we grow our restaurant portfolio, we are incorporating Indian Green Building Council (IGBC) methods and recommendations in all our new restaurants. While opening new restaurants we implement IGBC guidelines wherever possible. This is accomplished by utilizing our energy management systems (EMS), waste reduction methods, water conservation strategies, and green building goods for both interior and exterior construction. We are further working on expanding this endeavour to include our present establishments.	Increased restaurant sustainability
Renewable Energy	We are committed to growing our use of renewable energy while working to reduce energy consumption across all our locations. As we expand, our operations teams search for ways to increase the amount of renewable energy we utilise, such as adding solar at our restaurants wherever possible. In our effort to reduce greenhouse gas emissions, we've expanded our solar rooftop capacity from 12 to 45 restaurants. As a continuous process, we are committed to increasing this capacity in the upcoming years as part of our sustainability objectives.	Reduced overall GHG emission
Energy Management System (EMS)	In our restaurants, the automated EMS system manages power distribution and usage. It helps to extract and analyse data on a regular basis. This information enables us to detect energy conservation opportunities and implement corrective actions. With the integration of IoT (internet of things) in our EMS we are reducing and optimising our energy efficiency throughout our operations.	Increased restaurant efficiency
Packaging Waste	We have significantly reduced our plastic waste by substituting single-use plastics with paper-based packaging at the consumer end. All our paper-based packaging used in our consumer side of supply chain are FSC (Forest Stewardship Council) certified	Reduced plastic waste and responsible supply chain
Cooking Oil Waste	We use RSPO-certified cooking oil, and responsibly recycle 100% of used cooking oil into biofuels, reinforcing our sustainable future commitment.	Responsible Supply Chain Sustainable waste recycling
Food Waste Management	We make use of IoT (internet of things) at our restaurant to estimate our food production quantity. This helps us store our raw food efficiently and serve them fresh as estimated by our IoT (internet of things) based algorithm at our restaurants.	Reducing Food Waste

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Water Conservation	To minimise overall water usage and boost water consumption efficiency, our restaurants use low-flow fixtures and aerated faucets, foot operated and sensor-based taps, and reject less water in our RO systems. We have a rainwater harvesting pilot plan in place and are looking for ways to expand it.	Reduced Water Consumption

**5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes. We have a [Business Continuity Policy](#) in place. The policy describes the various business continuity impacts and events, defines our plan of action to address and recover, assigns responsibilities, and establishes reporting and review procedures.

We understand the importance of sustaining smooth operations even in the face of unexpected circumstances. Our Risk Management framework (ERM) encompasses practices relating to the identification, evaluation, response, mitigation, and monitoring of the strategic, operational, reporting and compliance risks to achieve our key business objectives.

**Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

SFIL is committed to open communication, ethical conduct, ensuring compliance with regulatory standards and prioritizing the public interest. Our approach ensures clear communication of our objectives and impacts, avoiding conflicts of interest, and upholding high ethical standards. By doing so, we aim to contribute positively to the communities we serve while fostering trust and credibility in our advocacy efforts.



**Essential Indicators**

**1. a. Number of affiliations with trade and industry chambers/ associations.**

SFIL actively interacts and communicates with trade and industry chambers/associations to maintain links and address common issues affecting businesses and communities. SFIL is affiliated with two important trade and industrial chambers/ associations, which promotes knowledge sharing and drives beneficial reforms. By participating in these alliances, SFIL demonstrates its commitment to supporting sustainable practices and making a meaningful difference in the communities it serves.

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.**

Engaging with industry associations provides a valuable opportunity to stay current, allowing us to be prepared in a turbulent world. As a prominent player in the service business, we engage in a variety of interactions with members of the associations listed below.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Retailer Association of India (RAI)	National
2	National Restaurants Association of India (NRAI)	National

**2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

[UN SDG: 16.3]

During the reporting period, SFIL did not encounter any instances of anti-competitive behaviour reported by regulatory authorities, demonstrating our commitment to ethical business practices and compliance with competition regulations.

Name of authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

### Principle 8: Businesses should promote inclusive growth and equitable development

Decades of globalization and technological advancement have spurred swift economic growth, yet the benefits have been unevenly shared. SFIL aims to address this imbalance, tackling heightened economic and social insecurity, along with global issues. We prioritize integrating Inclusive Growth into critical business decisions, offering a framework for both our company and Stakeholder



#### Essential Indicators

#### 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. -

[UN SDG 1.4, 2.3, 9.1, 9.4, 11.2]

Not applicable. As we are a service-based industry, SIAs do not apply to us.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Not applicable. As we are a service-based industry, SIAs do not apply to use.

#### 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

[UN SDG 1.4, 2.3, 9.1, 11.2]

Not Applicable

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% Of PAFs covered by R&R	Amounts paid to PAFs in the 2022-23 (In ₹)
NA	NA	NA	NA	NA	NA	NA

#### 3. Describe the mechanisms to receive and redress grievances of the community.

[UN SDG 1.4, 2.3, 9.1, 9.4, 16.6]

Through our community involvement programmes, we are committed to the social and economic development of the communities in which we operate. We constantly communicate with communities to resolve their concerns and grievances. We contribute to institutions that engage in activities that are congruent with their CSR policy. Furthermore, the Company has a [Whistleblower Policy](#) in place that allows all stakeholders to report grievances.

#### 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

[UN SDG 8.3]

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Directly sourced from MSMEs / small producers	30	We procure raw materials from MSMEs and regional vendors and establish partnerships with local businesses near our restaurants across India. This collaboration fosters local employment opportunities while fulfilling our supply requirements, emphasizing our commitment to supporting local economies and communities.
Directly from within India	100	

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:**

Location	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Rural	-	-
Semi-urban	1	1
Urban	16	15
Metropolitan	83	84

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

**Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner**

At SFIL, we prioritize consumer satisfaction by engaging with them responsibly and delivering value through uncompromising food safety and quality. Transparency in sourcing and production processes builds trust with our patrons. By consistently prioritizing consumer well-being and contentment, we foster lasting relationships and trust in every bite.



**Essential Indicators**

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

[UN SDG: 16.6]

We utilize a Guest Experience Survey to gauge customer sentiments, covering aspects like friendliness, cleanliness, and food quality. Following our service, customers receive this survey via SMS to provide their feedback.. We also monitor social media for further customer reviews and address them promptly to ensure satisfaction. Additionally, a mystery audit is conducted to gain deeper insights into the client experience, enabling us to enhance our services effectively.

2. **Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

[UN SDG: 12.8]

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%, all products offered contain information on nutritional value, per served value, warnings, allergens, and recycling
Safe and responsible usage	
Recycling and/or safe disposal	

3. **Number of consumer complaints in respect of the following:**

[UN SDG: 16.3,16.10]

	FY 2023-24 (Current FY)		Remarks	FY 2022-23 (Previous FY)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-

	FY 2023-24 (Current FY)		Remarks	FY 2022-23 (Previous FY)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other*	45,164	Nil	-	34,144	Nil	-

\*Retail customer complaints

#### 4. Details of instances of product recalls on account of safety issues:

[UN SDG: 16.3]

Number	Reasons for recall
Voluntary recalls	Not Applicable
Forced recalls	

#### 5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

[UN SDG: 16.3, 16.10]

Yes, our IT policy and privacy policy serve as a framework and data confidentiality is also enforced through our Code of Conduct.

#### 6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of consumers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not Applicable. The Company has not come across any issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

#### 7. Provide the following information relating to data breaches:

[UN SDG: 16.3]

During FY 2023-24 there were no such instances faced at SFIL.

##### a. Number of instances of data breaches.

0

##### b. Percentage of data breaches involving personally identifiable information of consumers

0

##### c. Impact if any of the breaches

Not Applicable

#### Leadership Indicators

#### 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The information about the product and services offered by us is available on the Brand website and are owned and managed by YUM!

Pizza Hut Corporate Website: <http://www.pizzahut.co.in>

KFC Corporate Website: <http://www.kfc.co.in>



**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

[UN SDG 12.8, 16.3]

We uphold compliance with marketing communication regulations encompassing advertising, promotions, and sponsorships. Our commitment extends to ensuring ethical marketing and advertising practices, ensuring customers are well-informed about allergens present in their meals through our comprehensive nutrition brochure. This empowers them to make informed decisions. These informational pamphlets are readily available to customers upon request at all our restaurants, facilitating transparency and customer satisfaction. By adhering to these standards and providing valuable resources, we prioritize customer safety and choice while maintaining regulatory standards across our marketing initiatives.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole. (Yes/No)**

[UN SDG 12.8,16.3]

No, we show all necessary product information in compliance with the applicable legal requirements established by national and state legislation. Furthermore, we display additional product information to help customers consume our food products more efficiently.

Yes, we perform customer satisfaction surveys on a regular basis and improvises our processes wherever necessary.

# INDEPENDENT ASSURANCE STATEMENT

To

**The Board of Directors of Sapphire Foods India Limited**

## Introduction and objectives of work

Sapphire Foods India Limited (hereafter stated as 'Sapphire Foods' or the 'Company') has engaged us to undertake an Independent Assurance of the company's Sustainability/ Non-Financial Performance disclosures in its Business Responsibility & Sustainability Report (BRSR) for the financial year ended 31<sup>st</sup> March 2024 and provide Limited Assurance Statement on the aforesaid report.

## Scope of Work

We have performed the Limited Assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), Standard on Sustainability Assurance Engagements (SSAE) 3000 and in line with the requirements of Bureau Veritas's standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The reporting boundaries considered for this reporting period are as follows:

Entire organization of Sapphire Foods India Limited on Standalone basis for the reporting period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

As part of independent Limited assurance, we assessed the appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported. In this process, we undertook the following activities:

Assessment was conducted by means of physical site visits at corporate office and sample stores. Bureau Veritas interviewed personnel of Company including Maintenance & Operations, HR, Finance, Supply Chain Management and other relevant departments and review of Company's data & information systems for collection, aggregation, analysis and review.

The assurance process involved carrying out an Assessment by experienced assessors from Bureau Veritas.

Data on various BRSR topics was assessed for the locations that were visited. Later, it was confirmed that the same assessed data went into preparation of the final data within the BRSR Report 2023-24.

## Management Responsibility

The Selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation, and presentation of information in the BRSR report are the sole responsibility of the Company and its management. We are not involved in drafting or preparation of BRSR Report. Our sole responsibility is to provide independent Limited assurance on the BRSR report for the financial year ended 31<sup>st</sup> March 2024.

## Our findings

On the basis of our methodology and the activities described above,

- Nothing has come to our attention to indicate that the BRSR disclosures are inaccurate or that the information included therein is not fairly stated.
- It is our opinion that Company has established appropriate systems for the collection, aggregation, and analysis of data on Sustainability / Non-Financial performance disclosures in the BRSR.
- The BRSR Report provides a fair representation of the Company's sustainability activities as included therein.
- The information is presented in a clear, understandable, and accessible manner, and allows readers to form a balanced opinion over Sustainability / Non-Financial performance disclosures of the Company as reported in BRSR for the reporting period.

## Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period.

- Positional statements (expressions of opinion, belief, aim or future intention by the Company and statements of future commitment.
- Competitive claims, if any, in the report claiming, "first company in India", "first time in India", "first of its kind", etc.

Our assurance does not extend to the activities and operations of the Company outside of the scope and reporting boundaries as well as the operations undertaken by any subsidiaries or joint ventures of the Company.

Our assurance on economic and financial performance data or information of the Company is based only on the annual audited statement of accounts of the Company for the Financial Year 2023-24 and our conclusions rest solely upon that audited report.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

### Statement of Independence, Integrity, and Competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 195 years history. Its assurance team has extensive experience in conducting assessment over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the International Federation of Inspections Agencies (IFIA), across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour, and high ethical standards in their day-to-day business activities.

The assurance team for this work does not have any involvement in any other Bureau Veritas projects with Sapphire Limited.

### Competence

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

### Restriction on use of Our Report

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 the Company's Sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

#### M Rama Mohan Rao

Lead Assuror  
Bureau Veritas India Private Limited

Hyderabad, India  
Dt: July 1<sup>st</sup>, 2024

#### Mr Rupam Baruah

Technical Reviewer  
Bureau Veritas India Private Limited

Kolkata, India  
Dt: July 3<sup>rd</sup>, 2024