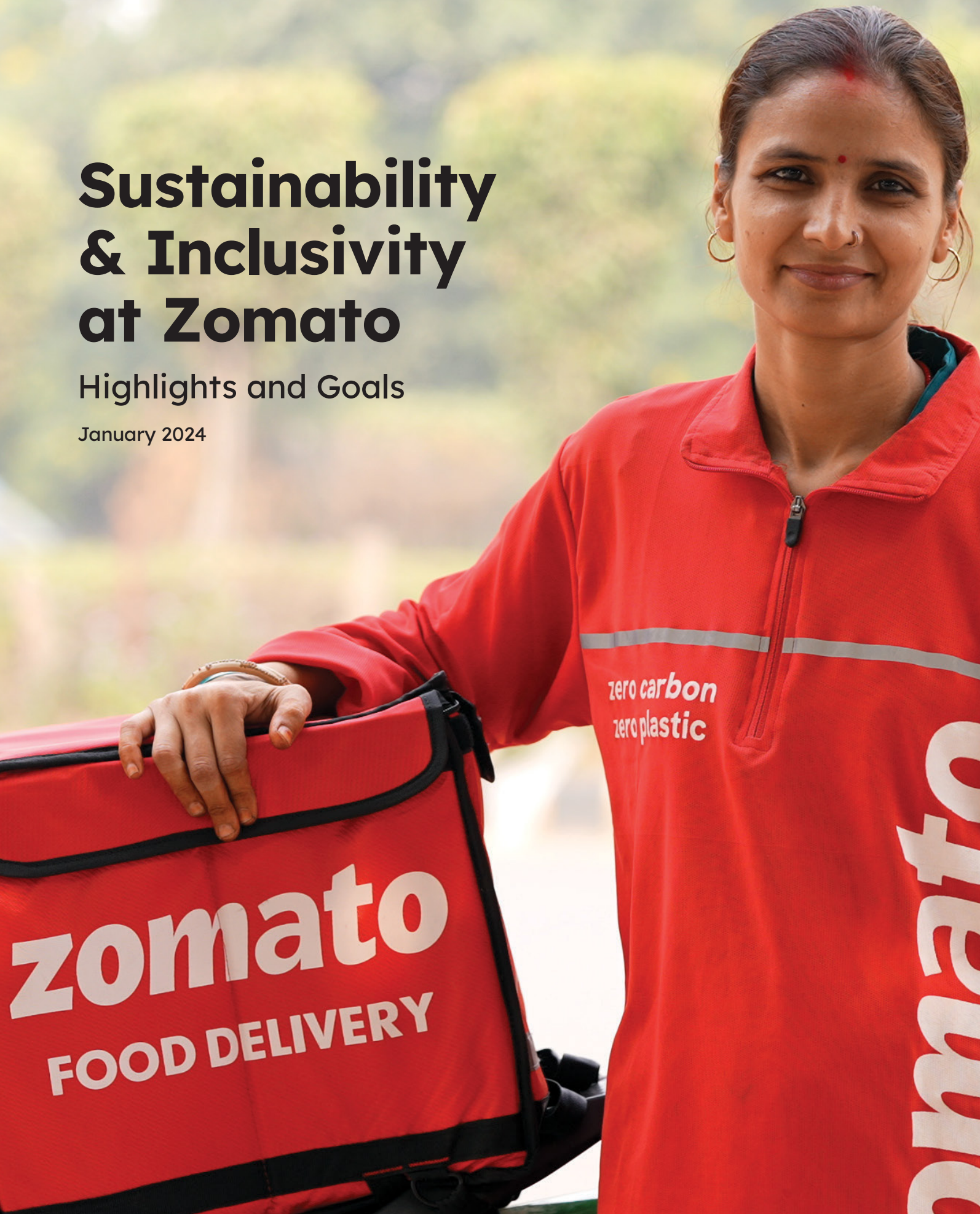


**zomato**

# **Sustainability & Inclusivity at Zomato**

Highlights and Goals

January 2024



# OUR JOURNEY TO DATE

## Planet



**Carbon neutral** deliveries since FY22<sup>1</sup>



**70+** EV ecosystem partnerships



EV-based deliveries in **400+** Indian cities in November 2023



Pledged to facilitate **100% EV-based deliveries** by 2030 as a member of Climate Group's EV100 initiative<sup>2</sup>



Committed to achieving **Net Zero emissions** across our food ordering and delivery value chain by 2033



**100%** plastic neutral deliveries<sup>4</sup> since April 2022



**33,000+** active EV-based delivery partners<sup>3</sup> in November 2023



Member of the **India Plastics Pact**, a Confederation of Indian Industry (CII) initiative



**20,000 MT** of plastic waste recycled in FY23<sup>4</sup>

## People



Signatory to the **UN Women Empowerment Principles**



Majority (**57%**) of Board of Directors are women



Earning opportunities generated for **2.4 million** delivery partners (till March 31st 2023)



**Equal parental leave** policy (26 weeks paid leave) for employees irrespective of gender



**1,000+** active street vendors on Zomato's food ordering platform in October 2023



Insurance coverage of **gender-reassignment surgeries** for employees



Accident, health, loss of pay and maternity **insurance coverage** for all eligible delivery partners



Member of **WEConnect International**<sup>5</sup>



**2,000+** active women delivery partners as of November 2023



Feeding India by Zomato has delivered **170 million+ meals** to underprivileged communities in India till December 2023



**300+** persons with disability onboarded as delivery partners till November 2023



**100,000+** orders delivered by persons with disability onboarded as delivery partners

## ESG Ratings and Scores<sup>6</sup>



Rated **AA (Sustainability Leader)** by MSCI in January 2023



ESG score of **40** from S&P Global, **96<sup>th</sup>** percentile of our peer set in November 2023



Member of the **FTSE4Good Global Index** since June 2023



Rated Low Risk (score **18.3**) by Sustainalytics in February 2024

1. Through purchase of offsets from renewable energy projects in India

2. EV100 is a global initiative bringing together forward looking companies committed to accelerating the transition to electric vehicles (EVs)

3. Unique delivery partners identified by their national identity proof who successfully delivered at least one Order in India in that month (Orders are all food delivery orders placed on our platform in India, including canceled orders)

4. We recycled ~ 2X the amount of plastic (20,000 MT) that was used by restaurant partners (as per our estimates) for deliveries facilitated through Zomato in FY23

5. WEConnect International is a global initiative that helps drive money into the hands of women business owners by enabling them to compete in the global marketplace

6. All ESG ratings and scores are for Zomato Limited based on disclosures by the standalone entity whose main business is food ordering and delivery

# OUR SUSTAINABILITY GOALS 2030

## Climate Conscious Deliveries

Facilitate 100% deliveries through electric vehicles (EVs) leading to Net Zero emissions across the food ordering and delivery value chain by 2033



## Waste-Free World

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

Facilitate delivery of 100 million plastic free food orders by 2025

Help restaurants reduce food waste through training and collaborations



## Zero Hunger

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



## Inclusive Growth

Support growth of 300,000 micro, small and medium restaurant businesses and food entrepreneurs

Enhance the earning and saving capacity of 1 million gig workers through upskilling, partnerships and benefit programs



## Diversity, Equity & Inclusion

Achieve a minimum of 50% representation of diverse groups - women, LGBTQIA+, persons with disability (PwDs), veterans, and other historically disadvantaged groups in our employee base and Board



## Health, Safety & Wellbeing for All

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

Bring health and safety knowledge and innovations to restaurant partners



## Customer Centricity

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



## Governance

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

Adopt leading data privacy standards and practices

Continue to drive robust ethics and compliance practices





# OUR PARTNERS



**Amit Gupta,**  
Co-Founder and CEO, Yulu



“When I spoke to Deepinder Goyal, Founder & CEO of Zomato, and understood their objective of going green throughout the value chain, we knew that Yulu’s electric vehicles (EVs) were the right choice at hand. In fact, our EVs proved to be the most cost-efficient means of transportation for delivery partners, with expenses amounting to under INR 2 per kilometre, translating into a remarkable 40%-50% cost savings. As a result, our objective extended beyond enabling Zomato’s environmentally-friendly service; it was equally focused on streamlining the process and ensuring convenience for delivery partners, who form the backbone of last-mile delivery.”



**Kunal Gupta,**  
Owner, Gupta Veg Kebab Prantha



“Two years ago, I got my stall, Gupta Veg Kebab Prantha, listed on Zomato at my customers’ insistence and I have never looked back.

Previously, my sales were confined to a limited area. Thanks to Zomato, my customer base has expanded tremendously and my sales have doubled in just two years by using various features and benefits offered by Zomato.”



**Mansoor Ali, Vikash P. & Ramesh B.,**  
Partners & Founders, Meghana Foods



“As a Legend, we have discovered that the programme’s strength lies in its reach. People visiting Bengaluru often get hooked to our local cuisine and when they return home, the craving stays. Thanks to Zomato Legends, they can now savour Meghana Foods from anywhere in the country. That’s the promise of the feature – taking culinary treasures on a journey of its own.”



**Kumari Radhika,**  
Delivery Partner, Lucknow



“As a delivery partner associated with Zomato, I am able to give my family time, and I also have the opportunity to earn as I can work according to my preferred slot. When I’m out for delivery, women look at me and ask me if they can also do this? I tell them ‘yes’ – women can also become delivery partners, and can make this a valuable source for their income.”



**Shivaji Balaji Pawar,**  
Delivery Partner, Mumbai



“People who say that I am disabled and I cannot do anything – this is their misbelief. A person with disability can sometimes do things that even people without a disability can’t.”

In case of any questions, please write to [press@zomato.com](mailto:press@zomato.com)

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