

REF: SWIGGY/SE/2025-26/37

July 29, 2025

To, The Deputy Manager Department of Corporate Services BSE Limited PJ Towers, Dalal Street Mumbai -400001. <b>Scrip Code: 544285</b>	To, The Manager National Stock Exchange of India Limited Exchange Plaza, Plot No. C/1, G Block Bandra-Kurla Complex, Bandra (E), Mumbai-400051. <b>Symbol: SWIGGY</b>
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**Sub.: Business Responsibility and Sustainability Report for FY 2024-25**

**Ref.: Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('SEBI Listing Regulations')**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2024-25, along with an Independent Practitioners' Limited Assurance Report provided by KPMG Assurance and Consulting Services LLP, which forms a part of the Annual Report for FY 2024-25.

This is for your information and records.

Thanking you,

Yours faithfully,  
For **Swiggy Limited**

Cauveri Sriram  
Company Secretary & Compliance Officer



**SWIGGY LIMITED**

(formerly known as "Swiggy Private Limited" and "Bundl Technologies Private Limited") | CIN: L74110KA2013PLC096530

[www.swiggy.com](http://www.swiggy.com) | T: 080-68422422

# Business Responsibility and Sustainability Report

## MD & Group CEO's Message



**Sriharsha Majety**  
MD & Group CEO



**This is the beginning of a long-term journey – one where we will keep raising the bar, shaped by strong governance, collaboration, and the belief that every decision, big or small, should move us closer to building a responsible and resilient Swiggy.**

At Swiggy, we've always believed that real progress comes from the choices we make every day – often small, often quiet, but always intentional. Whether it's helping our delivery partners thrive, empowering local entrepreneurs, or reducing the environmental footprint of our operations, these consistent efforts – our "little lifts" – add up to lasting change. They remind us that meaningful impact is rarely about dramatic gestures; it's about doing the right things, repeatedly and at scale.

It is with this spirit that I share Swiggy's first Business Responsibility and Sustainability Report (BRSR) for FY 2024-25. This has been a foundational year in our sustainability journey – one where we moved from intent to structured action, launching our 2030 Sustainability Goals across climate action, community upliftment, and responsible business practices. These goals are not parallel to our growth ambitions; they are integral to how we build Swiggy for the long term, proving that scale and responsibility can strengthen each other when pursued with clarity and intent.

We've also spent this year laying the groundwork for the future – strengthening governance, building robust systems, and embedding sustainability into how we think, design, and grow. The challenges ahead will be complex and will evolve as our ecosystem grows. From improving visibility across our supply chain to creating new opportunities for partners, the road ahead will demand constant innovation and deeper collaboration.

What gives me confidence is the shared intent across Swiggy to treat sustainability with the same rigour and innovation that define our business. This is the beginning of a long-term journey – one where we will keep raising the bar, shaped by strong governance, collaboration, and the belief that every decision, big or small, should move us closer to building a responsible and resilient Swiggy.

As we look ahead, this belief will continue to guide us – true to our purpose of delivering unparalleled convenience, responsibly.

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L74110KA2013PLC096530
2. Name of the Listed Entity	Swiggy Limited
3. Year of incorporation	2013
4. Registered office address	No. 55, Sy No. 8-14, Ground Floor, I&J Block, Embassy Tech Village, Outer Ring Road, Devarbisanahalli, Bengaluru 560 103, Karnataka, India
5. Corporate address	No. 55, Sy No. 8-14, Ground Floor, I&J Block, Embassy Tech Village, Outer Ring Road, Devarbisanahalli, Bengaluru 560 103, Karnataka, India
6. E-mail	<a href="mailto:secretarial@swiggy.in">secretarial@swiggy.in</a>
7. Telephone	080 - 68422422
8. Website	<a href="http://www.swiggy.com">www.swiggy.com</a>
9. Financial year for which reporting is being done	1 <sup>st</sup> April 2024 to 31 <sup>st</sup> March 2025
10. Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited (NSE) 2. BSE Limited
11. Paid-up Capital	INR 228.65 Crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Amrita Sarna Email: <a href="mailto:sustainability@swiggy.in">sustainability@swiggy.in</a> , <a href="mailto:secretarial@swiggy.in">secretarial@swiggy.in</a> Phone: 080 - 68422422
13. Reporting boundary	Standalone Basis*
14. Name of assurance provider	KPMG Assurance and Consulting Services LLP
15. Type of assurance obtained	Limited Assurance on BRSR Core indicators. Refer to the Independent Practitioner's Limited Assurance Report for the list of Identified Sustainability Information (ISI) covered under the assurance.

\*For more details, refer to our response to Question 18

### 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	Information Service Activities	Other information service activities	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	Food Delivery, Restaurant Discovery, Quick Commerce, etc.	63999	100%

### 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	-	4	4
International	-	-	-

\*As of 31 March 2025, Swiggy has presence in 61 offices (a mix of co-working spaces and leased offices), of which four key offices – each housing over 75 employees – collectively accounting for more than 75% of Swiggy's workforce and core infrastructure. These offices define the environmental reporting boundary, determined by materiality, operational control, and contextual relevance, and reflect Swiggy's flexible, people-centric workplace model. For select environmental metrics, data from a representative office has been systematically extrapolated to comparable locations within the defined boundary. Unless otherwise stated, social, financial, and governance indicators cover all permanent employees of Swiggy Limited (standalone).

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	35 (28 states and 7 Union Territories)
International (No. of Countries)	-

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

Not applicable.

### c. A brief on types of customers

Swiggy (standalone) serves a wide and diverse set of customers through its core business verticals – food delivery, restaurant discovery, table reservations, quick commerce, and curated events. For the purpose of this Business Responsibility and Sustainability Report (BRSR), and within the defined reporting boundary, the term 'Customers' refers to the following two groups:

#### 1. End Customers (Platform Users):

Individuals who engage with Swiggy's platform to:

- Order food, beverages, and other daily essentials for home delivery
- Discover and explore restaurants through user-generated reviews, ratings, photos, and curated recommendations
- Book tables and make payments while dining out

This customer base spans a broad demographic - across age groups, income levels, and geographies - drawn by Swiggy's ease of access, diverse offerings, and reliable service.

#### 2. Restaurant Partners and Entrepreneurs:

This group comprises:

- Restaurants, cloud kitchens, entrepreneurs, and other organisations that collaborate with Swiggy to expand their business reach
- Partners leveraging the platform for enhanced visibility, customer engagement, and brand building
- Businesses utilising Swiggy's logistics infrastructure for efficient, last-mile delivery

Swiggy's ecosystem enables hundreds of thousands of partners to connect with new audiences, scale operations, and deliver quality experiences to end users.

## IV. Employees

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

#### a. Employees (including differently abled)\*:

Particulars	Total	Male		Female		Others*	
		No.	%	No.	%	No.	%
<b>Employees</b>							
Permanent	4,488	3,633	80.95	855	19.05	3	-
<b>Total employees**</b>	<b>4,488</b>	<b>3,633</b>	<b>80.95</b>	<b>855</b>	<b>19.05</b>	<b>3</b>	<b>-</b>

\*As part of its commitment to building an inclusive workplace, Swiggy conducted a voluntary, anonymous self-identification gender survey during the reporting period. For FY 2024-25, the total number of permanent employees stood at 4,488, including three individuals who self-identified as 'others'. However, given the anonymity of disclosures and the absence of such data in the previous reporting period, it is not feasible to present disaggregated information for the 'others' category across subsequent social performance indicators.

\*\*For the purpose of BRSR reporting, Swiggy classifies delivery partners as a key component of its value chain. While they are not defined as employees or workers under prevailing regulations, their contribution remains central to our operations. Consequently, disclosures pertaining to delivery partners are included under value chain-related sections of this report, unless explicitly stated otherwise.

**b. Differently abled employees\*:**

Particulars	Total	Male		Female	
		No.	%	No.	%
Permanent employees	19	19	100%	0	0%
<b>Total differently abled employees</b>	<b>19</b>	<b>19</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

\*As part of its commitment to fostering an inclusive workplace, Swiggy circulated a voluntary disability disclosure form for its permanent employees during the reporting period.

**21. Participation/Inclusion/Representation of women:**

	Total (A)	Females	
		No. (B)	% (B/A)
<b>Board of Directors</b>	10	1	10%
<b>Key Management Personnel</b>	3	0	0%

**22. Turnover rate for permanent employees and workers:**

	FY 2024-25 (Turnover rate in current FY*)			FY 2023-24 (Turnover rate in previous FY*)			FY 2022-23 (Turnover rate in the year prior to the previous FY*)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33.60%	32.11%	33.37%	57.82%	55.67%	57.47%	54.35%	46.49%	53.12%

\*The above attrition figures include employee exits from our frontline roles – primarily in sales and entry-level positions in store and warehouse management – which constitute a significant portion of overall attrition.

**Talent Attraction & Retention**

At Swiggy, our people strategy is designed to attract high-intent, future-ready talent and retain it through purpose-driven culture, continuous growth, and a strong employee experience.

We drive quality hiring at scale through structured, tech-enabled processes, role clarity, and a candidate-first approach – ensuring speed, consistency, and brand advocacy. Diversity, equity, and inclusion are embedded across levels and markets. We continue to strengthen our early talent pipeline through national campus programmes, internships, and management trainee initiatives.

Retention is equally critical. In a fast-paced environment like ours, preserving institutional knowledge and internal leadership depth is a business priority. We invest in:

- **Recognition programmes** that celebrate excellence, innovation, and values
- **Learning journeys** and defined career tracks that enable internal mobility
- **Inclusive benefits** spanning health, parenthood, pet care, and learning

Together, these efforts drive continuity, reduce attrition, and reinforce Swiggy's position as a preferred employer in India's digital economy.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**
**23. (a) Names of holding/subsidiary/associate companies/joint ventures**

The details of Swiggy Limited's wholly-owned subsidiaries, company-controlled trust, step-down subsidiary, associate company, and subsidiary of associate are provided in the Notes to the Standalone Financial Statements (Pages 336 and 337), which form a part of Swiggy's Annual Report for FY 2024-25.

## VI. CSR Details

### 24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013:

While Swiggy has duly constituted a CSR Committee and formulated a CSR Policy in compliance with statutory requirements, the provisions related to mandatory CSR spending are not applicable for FY 2024-25 based on the financial thresholds prescribed under Section 135 of the Companies Act, 2013.

For more details on Swiggy's sustainability commitments and programmes, please refer to pages 42 to 47 of the Annual Report.

(ii) **Turnover:** INR 8,796.48 Crore

(iii) **Net worth:** INR 12,009.68 Crore

## 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:

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redressal policy)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		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*	Yes: <a href="#">Link</a>	1	1	Includes complaints registered before judicial authorities	0	0	Includes complaints registered before judicial authorities
Investors (other than shareholders)	Yes: <a href="#">Link</a>	169	0	Includes complaints filed with NSE and BSE	0	0	Includes complaints filed with NSE and BSE
Shareholders	Yes: <a href="#">Link</a>	0	0				
Employees and workers	Yes: <a href="#">Link</a>	2	2	Includes complaints registered before judicial authorities	0	0	Includes complaints registered before judicial authorities
Customers#	Yes: <a href="#">Link</a>	34	97	Includes complaints registered before judicial authorities	29	65	Includes complaints registered before judicial authorities
Value Chain Partners <sup>5</sup>	Yes: <a href="#">Link</a>	1	18	Includes complaints registered before judicial authorities	10	26	Includes complaints registered before judicial authorities
Others	Yes: <a href="#">Link</a>	1	9	Includes complaints registered before judicial authorities	3	10	Includes complaints registered before judicial authorities

\***Communities** refer to groups of people and social ecosystems that are directly or indirectly impacted by Swiggy's operations, presence, or value chain – whether economically, socially, or environmentally.

#**Swiggy's Customers** include two core groups:

- Platform End Users who use Swiggy to order food and other essentials, explore restaurants, and book tables.
- Restaurant Partners and Entrepreneurs who leverage the platform to grow their reach and serve end users.

<sup>5</sup>**Swiggy's Value Chain Partners** include:

- Delivery Partners,
- Suppliers, Vendors, and
- Other Business Partners who enable our services through logistics, technology, and operational support.

**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:

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
<p><b>Social:</b> Delivery Partner Well-being</p>	<p><b>Opportunity</b></p>	<p>Delivery partners form the backbone of Swiggy's platform ecosystem. Ensuring their well-being is both a moral imperative and a strategic opportunity to strengthen platform resilience, build trust, and attract and retain a motivated value chain. As regulatory frameworks evolve and stakeholder expectations around gig welfare rise, proactive investment in partner safety, security, and socio-economic inclusion is crucial.</p> <p>Swiggy views partner well-being as central to delivering consistent service quality, ensuring operational continuity, and reinforcing our identity as a responsible corporate citizen.</p>	<p>Swiggy has a comprehensive partner-first approach to advance the safety, security, and dignity of its delivery partners, while preserving their autonomy and flexibility. Key initiatives under the flagship <b>Delivering Safely</b> programme include:</p> <p><b>Health &amp; Accident Insurance:</b> Delivery partners are covered under robust schemes that include personal accident coverage, 24*7 teleconsultation services for mental and physical well-being, medical insurance, extending to spouses and up to two children, disability and death benefits. Swiggy bears 100% of the premium costs. All female delivery partners are eligible for maternity support, including wellness cover and medical aid.</p> <p><b>On-Road Emergency Support:</b> An in-app SOS feature enables partners to trigger real-time alerts in case of accidents or distress, connecting them to 24*7 on-ground support. We have tied up with Dial 4242 to provide pan India ambulance support which is free of cost.</p> <p><b>Weather Resilience Measures:</b> In recognition of weather-related vulnerabilities, Swiggy provides delivery partners with high-quality weather-appropriate gear, including raincoats, windbreakers, and jackets. Partners also receive real-time weather alerts and advisories, enabling informed decision-making.</p> <p><b>Harassment Redressal &amp; Partner Protection:</b> Swiggy enforces a zero-tolerance policy against any form of abuse, discrimination, or harassment – including from customers, restaurant partners, or fellow partners. The redressal mechanism is prompt, partner-sensitive, and includes the right to refuse service in unsafe situations.</p> <p><b>Safety Training &amp; Awareness:</b> Delivery partners undergo customised and vernacular road safety trainings through periodic workshops. These are conducted in partnership with traffic departments and local authorities to instil best practices and reduce accident risk.</p> <p><b>Rest &amp; Recovery Infrastructure:</b> Swiggy is committed to scaling partner resting points across major delivery zones to ensure partners have access to safe, hygienic spaces for rest, hydration, and recharging during long shifts in extreme weather conditions.</p>	<p><b>Positive</b> Investing in partner well-being reduces attrition, improves service consistency, and enhances brand equity, resulting in improved operational efficiency and long-term value creation.</p>

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
<b>Environmental:</b> Reducing Emissions	<b>Opportunity &amp; Risk</b>	<p>Greenhouse gas (GHG) emissions from operational energy consumption and last-mile deliveries pose a material risk to Swiggy's long-term resilience. Responsible business practices, in compliance with evolving regulatory norms, are critical to long-term business success. Climate change-induced disruptions – such as extreme weather events – also threaten logistics, delivery partner safety, and service continuity.</p> <p>At the same time, climate action presents a strategic opportunity for innovation, cost savings, and sustainable growth. Transitioning to a low-carbon operating model can unlock operational efficiencies, enhance brand value, and create new pathways to green markets, financing, and long-term competitiveness.</p>	<p><b>Performance Recognition &amp; Incentives:</b> Through structured reward programmes and recognition platforms, Swiggy encourages safety adherence, service excellence, and partner loyalty with benefits that include incentives, partner ratings, and community celebration events.</p> <p>Swiggy recognises the urgency of addressing climate risks through proactive mitigation and long-term transition strategies. Our approach is anchored in both ambition and accountability. We have committed to achieving a 100% low-carbon delivery fleet and 100% renewable electricity usage across direct operations by 2030, aligning with global best practices and India's net-zero trajectory. This transition is being operationalised through a multi-pronged strategy:</p> <p><b>Fleet Electrification:</b> We are scaling the use of electric vehicles (EVs) across our delivery fleet by enabling access to and affordability of EVs for delivery partners through ecosystem partnerships and incentives.</p> <p><b>Eco Saver Mode:</b> A feature within our platform that promotes order batching and route optimisation to reduce trips, lower last-mile emissions, and improve delivery efficiency.</p> <p><b>Tech-Enabled Route Optimisation:</b> Our proprietary algorithms continuously evolve to improve last-mile efficiency, reduce idle time, and minimise carbon intensity.</p> <p><b>Renewable Energy Integration:</b> We are progressively shifting to renewable energy sources particularly in locations under our direct operational control to reduce emissions.</p> <p>In parallel, Swiggy is working towards enhancing its climate preparedness. Together, these measures lay the foundation for a salient, climate-conscious operating model that aligns Swiggy's business growth with its environmental responsibility.</p>	<p><b>Positive/Negative</b> Proactive climate action enables long-term cost efficiencies, investor confidence, and access to green financing.</p> <p>Inaction, on the other hand, may lead to regulatory penalties, service disruptions, and reputational risk.</p>

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
<b>Environmental:</b> Delivering Circular Change	<b>Opportunity</b>	<p>Swiggy's efforts in driving circularity – across plastic reduction, responsible packaging, food waste minimisation, and surplus food redistribution – represent a strategic opportunity to drive responsible consumption. These initiatives strengthen brand equity, foster trust among stakeholders, and build deeper partnerships across the value chain.</p> <p>At the same time, early action on circularity supports compliance with evolving regulations such as Extended Producer Responsibility (EPR), converting regulatory preparedness into competitive advantage. As consumer awareness and expectations around sustainability rise, Swiggy's leadership in this space also reinforces customer loyalty and future-proofs the business.</p>	<p>Swiggy is implementing a multi-pronged circularity strategy, with focussed interventions across the value chain:</p> <p><b>Plastic Reduction &amp; Offsetting:</b> Swiggy has successfully reduced and/or offset 100% of plastic used in its direct operations in 2025, through a combination of reuse, recycling, and sustainable packaging.</p> <p><b>Sustainable Packaging Adoption:</b> We are targeting a 100% transition to responsible packaging by 2030 for restaurant partners, with continued awareness, planned incentives, and solution partnerships.</p> <p><b>Customer Nudges for Waste Reduction:</b> Features such as cutlery opt-out empower users to minimise waste – driving impact at scale through behavioural design.</p> <p><b>Waste Minimisation:</b> We are aiming to reduce perishable waste in direct operations by 25% year-on-year, enabled through improved inventory processes and automation.</p> <p><b>Surplus Food Redistribution:</b> Through partnerships with NGOs and food recovery networks, Swiggy is working to redistribute 100 million meals by 2030, turning surplus into a high-impact social intervention.</p>	<b>Positive</b> Swiggy's circular economy efforts reduce long-term compliance costs and regulatory risks while enhancing operational efficiency. They also drive brand differentiation, improving customer loyalty and access to capital from sustainability-aligned investors and partners.
<b>Governance:</b> Data Privacy & Cyber Security	<b>Risk</b>	<p>As a leading digital platform, Swiggy manages a high volume of daily transactions involving customer, partner, and business data. Ensuring the confidentiality, integrity, and availability of this information is essential to maintaining smooth operations and trusted relationships across our ecosystem.</p> <p>With the evolving digital landscape and growing regulatory focus on data protection, strong cybersecurity and privacy practices have become a core enabler of responsible growth, operational continuity, and stakeholder confidence.</p>	<p>Swiggy adopts a proactive, multi-layered approach to safeguard digital infrastructure and user data:</p> <p><b>Advanced Encryption Protocols:</b> End-to-end encryption ensures secure transmission and storage of sensitive data.</p> <p><b>Threat Detection &amp; Response:</b> Real-time monitoring and AI-driven threat detection systems enable early identification and neutralisation of cyber risks.</p> <p><b>Vulnerability Assessments &amp; Penetration Testing:</b> Regular security audits and ethical hacking simulations are conducted to identify and fix system weaknesses.</p> <p><b>Compliance &amp; Governance:</b> Swiggy aligns with global best practices and evolving data protection laws (e.g., India's DPDP Act), supported by robust internal policies.</p> <p><b>Cyber Awareness Training:</b> Employees undergo regular information security and cyber hygiene training to prevent social engineering and insider threats.</p> <p><b>Third-Party Risk Management:</b> Vendors and partners handling sensitive data are subject to strict security checks and compliance protocols.</p>	<b>Negative</b> Cyber incidents could result in significant financial losses due to business disruption, legal liabilities, customer attrition, and reputational damage. Ongoing investments in cybersecurity infrastructure and training help mitigate these risks, protecting Swiggy's revenue, brand equity, and compliance standing.

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
			<p><b>ISO 27001:</b> Swiggy is ISO 27001 certified, affirming our commitment to implementing industry-leading information security controls to safeguard stakeholder data and uphold user trust.</p> <p>These safeguards are aligned with Swiggy's broader sustainability goal of strengthening data privacy and cybersecurity as enablers of long-term resilience and trust.</p>	
<b>Social:</b> Food Integrity	<b>Opportunity</b>	Swiggy's food delivery platform is built on a diverse network of restaurant and cloud kitchen partners, enabling unmatched culinary diversity and access across the country. This scale also presents a meaningful opportunity – to raise the bar on food integrity and quality at a national level. By proactively guiding and supporting partners through structured food integrity programmes, Swiggy can enhance customer trust, reduce quality variability, and drive long-term differentiation in a market where accountability is becoming a key purchase driver.	<p>Swiggy has launched <b>Swiggy Seal – Food Integrity Certification</b> to systematically raise quality and hygiene standards across its restaurant ecosystem. Developed with FSSAI-recognised audit agencies and informed by over 7 million verified customer reviews, the certification goes beyond compliance – embedding a culture of continuous improvement. The Seal is dynamic, merit-based, and can be revoked in case of lapses, reinforcing credibility and accountability.</p> <p>As part of its broader sustainability goals, Swiggy aims to confer the Seal on 1 million partners by 2030 and already has 2,95,000 Seal accredited restaurants in its ecosystem.</p> <p>By proactively embedding food integrity into its platform ecosystem, Swiggy not only mitigates reputational and regulatory risks – it builds competitive advantage, enhances equity, and deepens stakeholder trust across the value chain.</p>	<b>Positive</b> Improved food standards reduce the risk of financial losses from customer claims and regulatory penalties, while enhancing brand equity and customer retention.
<b>Governance:</b> Strong Corporate Governance	<b>Opportunity</b>	<p>Robust corporate governance and active corporate citizenship are fundamental to Swiggy's long-term success in a rapidly evolving regulatory, social, and digital environment.</p> <p>Strong governance frameworks enable sound decision-making, effective risk oversight, and ethical conduct – building stakeholder trust, enhancing resilience, and positioning the company for responsible, sustainable growth. As regulatory expectations heighten, governance excellence becomes a core differentiator.</p> <p>At the same time, corporate citizenship offers a strategic lever to create shared value – deepening community engagement, strengthening brand affinity, and reinforcing Swiggy's social licence to operate.</p>	<p>Swiggy is institutionalising strong governance through:</p> <ul style="list-style-type: none"> <li>■ <b>Board-level oversight</b>, supported by Audit and Risk Committees that provide strategic direction and independent guidance.</li> <li>■ A formal <b>Enterprise Risk Management (ERM) framework</b> that maps, monitors, and mitigates risks across strategic, operational, compliance, and reputational domains.</li> <li>■ A <b>centralised compliance management system</b> to ensure timely and consistent adherence to applicable laws and internal controls.</li> <li>■ A strengthened <b>whistleblower mechanism</b> that upholds transparency, protects confidentiality, and ensures responsive action on misconduct.</li> <li>■ Ongoing investments in <b>ethical leadership</b> and capacity-building across functions to nurture a culture of integrity, accountability, and compliance.</li> </ul>	<b>Positive</b> Strong governance improves investor confidence, reduces risk exposure, and enhances Swiggy's attractiveness as a public company. Effective corporate citizenship deepens community goodwill, enhances employee and partner engagement, and helps future-proof the brand in a trust-driven economy.

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
<b>Social:</b> Inclusive and Empowered Value Network	<b>Opportunity</b>	<p>Swiggy's ability to create long-term stakeholder value depends on an inclusive and future-ready value network – spanning its workforce, delivery partners, restaurant partners, small business owners, and other business-linked partners. Together, they form the operational and reputational backbone of the platform.</p> <p>Empowering this network through inclusive policies, skilling, and growth-oriented interventions presents a strategic opportunity to build resilience, social capital, and competitive differentiation in the platform economy.</p>	<p>Swiggy has adopted a multi-stakeholder approach to value creation, focussed on empowerment, equity, and long-term sustainability across its workforce and partner ecosystem:</p> <p><b>For Delivery Partners:</b></p> <ul style="list-style-type: none"> <li>Insurance coverage including accident and health benefits for over 18 lakh partners during the year</li> <li>Road safety and emergency response trainings</li> <li>SOS button and ambulance services across cities</li> <li>Weather-appropriate safety gear and rest points</li> <li>Flexible work models with fair, transparent earnings paid out daily</li> <li>Mental wellness and financial literacy support</li> </ul> <p><b>For Restaurant &amp; Small Business Partners:</b></p> <ul style="list-style-type: none"> <li>Access to hygiene and food quality certifications</li> <li>Responsible packaging enablement (opt-out, guidance, facilitating vendor identification)</li> <li>Tools for digital visibility, performance analytics, and business growth</li> <li>Onboarding and advisory support to scale responsibly</li> </ul> <p><b>For Swiggy's workforce:</b></p> <ul style="list-style-type: none"> <li>Structured career pathways, internal mobility, and skilling</li> <li>Inclusive workplace policies and equitable benefits</li> <li>Personalised well-being wallet offering flexible, employee-led welfare choices</li> <li>Leadership development and mentorship</li> <li>DE&amp;I and culture-building programmes rooted in trust and ownership</li> </ul> <p><b>Ecosystem-Wide Interventions:</b></p> <ul style="list-style-type: none"> <li><b>Swigstree Brigade: Financial Literacy for Gig Workers</b> Swiggy partnered with the National Stock Exchange (NSE) to deliver a financial literacy programme for delivery partners, with a special focus on women. The programme covers budgeting, investments, and capital markets. Swiggy has also committed to onboarding 1 lakh female delivery partners by 2030 and annually recognises top performers through the Swigstree Brigade.</li> <li><b>Swiggy Skills:</b> Under its flagship programme Swiggy Skills, Swiggy has partnered with the Ministry of Skill Development &amp; Entrepreneurship (MSDE) to offer online skilling and certifications via the Skill India Digital Hub. The initiative currently supports over 5 lakh delivery partners, 4 lakh restaurant partners, along with individuals trained through Sector Skill Councils, providing not just skill development but also employment opportunities and internships across Swiggy's value chain. Swiggy aims to empower over one million individuals by 2030, fostering stronger and more sustainable livelihoods.</li> <li><b>She The Change:</b> Inaugurated in 2024 by Finance Minister Nirmala Sitharaman, the first edition of She The Change celebrated women entrepreneurs in the F&amp;B sector, recognising 50,000+ women-run restaurants generating 3,00,000+ jobs. By providing visibility, resources, and growth opportunities, the initiative is a step towards Swiggy's goal of empowering 1,00,000 women across its ecosystem.</li> <li><b>Entrepreneurship Support:</b> Partnering with 100+ startups in climate, logistics, and circularity to unlock innovation and job creation.</li> </ul>	<b>Positive</b> Strategic investment in partner and workforce empowerment drives higher retention, platform reliability, stakeholder trust, and regulatory alignment – resulting in sustained operational efficiency, brand strength, and long-term value creation.

## 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.

### 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)

Swiggy's adherence to the National Guidelines on Responsible Business Conduct (NGRBC) is reflected in a set of policies that address all nine principles and their core elements. These policies reinforce Swiggy's commitment to ethical, inclusive, and sustainable business practices. The company's Code of Conduct guides employee and stakeholder behaviour, supported by domain-specific policies that ensure responsible operations across the value chain. The summary below outlines the most relevant policies aligned with each NGRBC principle as part of Swiggy's BRSR disclosures.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Anti-Bribery and Anti-Corruption Policy	✓						✓		
Board Diversity Policy	✓							✓	
Childcare and Parental Policy			✓	✓					
Code of Conduct for Directors and Senior Management	✓						✓		✓
Code of Conduct Policy	✓	✓	✓	✓	✓	✓	✓	✓	✓
Code of Conduct to Regulate Monitor and Report Trading by Insiders	✓			✓					
Compassionate Policy			✓	✓					
Conflict of Interest Policy	✓						✓		
Corporate Social Responsibility Policy				✓		✓		✓	
Data Breach Policy		✓		✓					✓
Discrimination and Harassment Prevention Policy			✓	✓	✓			✓	
Diversity, Equity, and Inclusion Policy			✓	✓	✓			✓	
Dividend Distribution Policy				✓					
Employee Flexi Benefit Plan			✓	✓					
Environmental Policy		✓				✓			✓
Health and Safety Policy		✓	✓	✓	✓				✓
Human Rights Policy		✓	✓	✓	✓			✓	✓
IT Security Policy									✓
Learning and Development Wallet			✓						
Nomination and Remuneration Policy	✓								
Pet Adoption Leave Policy			✓						
Physical and Environmental Security Procedure		✓				✓			
Prevention of Sexual Harassment Policy			✓	✓	✓				
Privacy Policy				✓					✓
Procedure for Fair Disclosure of Unpublished Price Sensitive Information				✓					
Related Party Transaction Policy	✓								
Supplier Code of Conduct		✓	✓	✓	✓	✓			✓
Stakeholder Management and Grievance Redressal Policy			✓	✓	✓		✓	✓	✓
Sustainable Sourcing Policy		✓	✓	✓	✓	✓			✓
Whistleblower Policy	✓			✓	✓		✓	✓	✓

### b. Has the policy been approved by the Board? (Yes/No)

Yes.

### c. Web Link of the Policies, if available

Policies aligned with these principles are accessible on Swiggy's website under the 'Investor Relations' section, within the 'Corporate Governance' subsection. Certain internal policies, given their operational or employee-specific nature, are available exclusively on Swiggy's internal employee portal.

[Link to Policies](#)

	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>2. Whether the entity has translated the policy into procedures. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y

**4. Name of the national and international codes/certifications/labels/standards adopted by your entity and mapped to each principle.**

Name of the policy	Aligned Code/Standard/Relevant	NGRBC Principles
Anti-Bribery and Anti-Corruption Policy	UN Convention Against Corruption, UNGC Principle 10, OECD Anti-Bribery Convention, UK Bribery Act, US FCPA	P1, P7
Board Diversity Policy	ILO Convention C111 (Non-Discrimination), UNGC Principle 6, IFC Corporate Governance Guidelines	P1, P8
Code of Conduct for Directors & Senior Management	OECD Principles of Corporate Governance, IFC Corporate Governance Guidelines, UNGC Principles 1 & 10	P1, P7, P9
Code of Conduct Policy	UNGC Principles 1–10, UNGPs, OECD Guidelines, Universal Declaration of Human Rights	P1, P2, P3, P4, P5, P6, P7, P8, P9
Code of Conduct to Regulate Monitor and Report Trading by Insiders	OECD Principles of Corporate Governance (Transparency & Market Integrity), IOSCO Principles	P1, P4
Conflict of Interest Policy	OECD Guidelines for Multinational Enterprises, UNGC Principle 10, UNGPs	P1, P7
CSR Policy	Companies Act 2013 (Schedule VII), UNGC Principle 1 & 8, UN SDGs	P4, P6, P8
Data Breach Policy	ISO 27001, ISO 27701, NIST Cybersecurity Framework, IT Act 2000 (SPDI Rules), GDPR	P2, P4, P9
Discrimination & Harassment Prevention Policy	ILO Convention C100 (Equal Remuneration), ILO C111 (Discrimination), UNGC Principle 6	P3, P4, P5, P8
Diversity, Equity and Inclusion Policy	OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, ILO Declaration on Fundamental Principles at Work (1996), UN Global Compact, Rights of Person with Disabilities Act 2016, ILO Convention No. 111	P3, P4, P5, P8
Dividend Distribution Policy	OECD Principles of Corporate Governance (Equitable Treatment of Shareholders)	P4
Environmental Policy	ISO 14001 (Environmental Management), GHG Protocol, Indian Environment Laws (EPA 1986, PWMR 2016, E-waste Rules), UN SDGs	P2, P6, P9
Health & Safety Policy	ISO 45001:2018, ILO Occupational Safety Conventions, India's National Policy on Safety, Health & Environment at Workplace, Local labour laws	P2, P3, P4, P5, P9
Human Rights Policy	UNGPs, ILO Core Conventions, Universal Declaration of Human Rights, OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, Factories Act, 1948, POSH, Child Labour Act	P2, P3, P4, P5, P8, P9
IT Security Policy	ISO 27001, NIST Cybersecurity Framework, CIS Controls	P9
Nomination and Remuneration Policy	OECD Principles of Corporate Governance, IFC Corporate Governance Guidelines, ILO Convention C100	P1
POSH Policy	POSH Act 2013 (India), ILO Convention C190 (Violence & Harassment), CEDAW, UNGPs	P3, P4, P5
Privacy Policy	ISO 27701, IT Act 2000, GDPR, OECD Guidelines on Privacy & Transborder Data Flows	P4, P9
Procedure for Fair Disclosure of UPSI	IOSCO Principles (Market Transparency), OECD Principles of Corporate Governance	P4
Related Party Transaction Policy	OECD Guidelines for Corporate Governance, UNGC Principle 10	P1
Supplier Code of Conduct	UNGPs, OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, ILO Fundamental Principles & Rights at Work, Indian Prevention of Corruption Act, Labour laws, Environment laws	P2, P3, P4, P5, P6, P9
Stakeholder Management and Grievance Redressal Policy	OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, AA1000 Stakeholder Engagement Standard	P3, P4, P5, P6, P7, P8, P9
Sustainable Sourcing Policy	OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, UNGPs, ILO Core Conventions, Sedex/SMETA Guidelines, India's National Guidelines on Responsible Business Conduct (NGRBC)	P2, P3, P4, P5, P6, P9
Whistleblower Policy	UN Convention Against Corruption, UNGC Principle 10, OECD Guidelines for Multinational Enterprises	P1, P4, P5, P7, P8, P9

## 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

As part of its long-term sustainability roadmap, Swiggy has identified eight strategic focus areas at the group level that anchor its approach to responsible growth. These areas reflect Swiggy's commitment to creating measurable impact across environmental, social, and governance dimensions. In alignment with this framework, Swiggy has set clear and ambitious goals to be achieved by 2030.

Swiggy's 2030 Sustainability Goals

### 1. Reducing Emissions

**1.1 Low Carbon Fleet:** Transition to a 100% electric vehicle (EV) delivery fleet by 2030, enabling zero-emission deliveries.

**1.2 Clean Energy:** Shift to 100% renewable energy in direct operations by 2030, leveraging sustainable solutions.

Swiggy recognises that decarbonising last-mile logistics and internal operations is essential to long-term business resilience. Its efforts span across electrification of the delivery fleet, increasing clean energy adoption, and enhancing route and energy efficiency – all aimed at reducing Scope 1 and 2 emissions and supporting India's climate transition.

### 2. Delivering Circular Change

**2.1 Plastic Circularity:** Ensure all plastic from direct operations is reduced or offset through reuse and recycling initiatives by 2025.

**2.2 Sustainable Packaging:** Facilitate 100% of our restaurant partners to transition to responsible packaging alternatives by 2030.

**2.3 Minimising Waste:** Reduce perishable waste in our direct operations by 25% year-on-year through improved processes and automation in our value chain.

**2.4 Addressing Hunger:** Leverage our value network and strategic partnerships to distribute 100 million meals by 2030.

Swiggy is advancing circularity through targeted interventions in packaging, waste minimisation, and redistribution of surplus food. These efforts are complemented by our commitment to responsible consumption and community nutrition, reinforcing our broader transition to a circular economy.

### 3. Nurturing Networks and Communities

**3.1 Thriving Farms & Cooperatives:** If it grows here, it comes from here – ensuring every locally available harvest is 100% indigenously sourced by 2025, uplifting farmers and strengthening regional economies.

**3.2 Responsible Sourcing:** Ensure 100% of our value chain partners adhere to a Responsible Sourcing Code by 2030.

**3.3 Little Lifts:** Enhance urban experiences in 5 major cities by 2030, bringing communities together and supporting welfare initiatives.

Swiggy aims to build resilient supply chains rooted in local sourcing, partner responsibility, and shared prosperity. Our programmes are designed to uplift farming communities, improve traceability, and make every day urban experiences more enjoyable and community driven.

### 4. Enriching Livelihoods & Building an Inclusive Workforce

**4.1 Skilling & Employment:** Upskill, reskill, and facilitate participation of over 1 million individuals in our value chain by 2030, with programmes like Swiggy Skills.

**4.2 Fostering Entrepreneurship:** Accelerate solutions for climate action, circularity, and delivery logistics by collaborating with 100 startups by 2030.

**4.3 She The Change:** Empower 1,00,000 women in Swiggy's value chain by 2030, including entrepreneurs, delivery partners, and employees.

**4.4 Inclusive Growth:** Build a thriving, inclusive environment where individuals feel empowered to bring their authentic selves to work, driving greater diversity and representation.

Swiggy believes inclusive growth is a strategic lever for innovation and scale. By creating opportunities across its ecosystem – especially for women, small entrepreneurs, and frontline partners – the company seeks to build a skilled, future-ready, and representative workforce aligned with its purpose.

### 5. Promoting Culinary Diversity and Food Integrity

**5.1 Culinary Legacy:** Celebrate culinary diversity, homegrown products, traditional cuisines and help 100 local brands scale geographically by 2030.

**5.2 Quality & Trust:** Confer 1 million partners with a distinction, like Swiggy Seal, by 2030 to uphold safety, hygiene, and quality standards.

Swiggy is committed to celebrating India's culinary heritage while raising the bar on food integrity and quality. Through programmes like the Swiggy Seal and support for local brands, Swiggy aims to build a trusted, vibrant food ecosystem rooted in integrity and innovation.

## 6. Advancing Delivery Partner Safety and Well-Being

**6.1 Delivering Safely:** Enhance delivery partner welfare and safety through targeted measures and reduce adverse incidents by 10% annually.

Swiggy continues to prioritise delivery partner well-being through a combination of safety interventions, financial protection, recognition programmes, and community-building efforts in partnership with the local administration that foster a more resilient and inclusive platform economy.

## 7. Excellence in Corporate Governance

**7.1 Great Governance:** Champion ethical leadership and conscious business practices to build trust, drive sustainable growth, and deliver enduring stakeholder value.

Governance excellence remains core to Swiggy's value creation strategy. With strong board oversight, proactive risk management, and embedded compliance systems, the company is committed to long-term stakeholder trust and ethical, responsible growth.

## 8. Accelerating Digital Sustainability

**8.1 Data Privacy and Security:** Continue to invest in encryption and privacy controls, maintaining high standards for all customer and partner data systems.

**8.2 Sustainable Technology:** Achieve at least a 50% reduction in IT-related emissions by 2030 through energy-efficient infrastructure, increased renewable energy adoption, and sustainable IT practices.

**8.3 Swiggy for Good:** Harness the power of technology and innovation to create sustainable, scalable solutions that address environmental and social challenges.

As a digital-first platform, Swiggy is embedding sustainability into its tech backbone. By minimising digital emissions, fortifying data security, and leveraging innovation for societal good, Swiggy aims to lead responsibly in a digital age.

For more details on Swiggy's sustainability commitments and programmes, please refer to pages 42 to 47 of the Annual Report.

## 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.

Swiggy announced its 2030 Sustainability Goals in March 2025, establishing a long-term sustainability vision anchored in eight focus areas. This milestone marks FY 2024-25 as our baseline year where intent meets structure, and ambition translates into measurable action. These 2030 goals reflect Swiggy's commitment to building a more resilient, inclusive, and sustainable ecosystem for all stakeholders. Beginning next year, we will report progress against each goal, enabling transparent and consistent performance tracking.

For more details on Swiggy's sustainability commitments and programmes, please refer to pages 42 to 47 of the Annual Report.

### Governance, leadership and oversight

## 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

FY 2024-25 marked a foundational year for sustainability at Swiggy. We moved from intent to action with the announcement of our 2030 Sustainability Goals spanning climate action, circular packaging, delivery partner welfare, and inclusive growth. Early initiatives under these goals are already demonstrating that scale and responsibility can reinforce each other when approached with clarity and intent.

This year was as much about setting ambition as building the foundation – embedding sustainability into how we think, design, and grow, so it becomes integral to the way Swiggy operates. The road ahead will demand deeper visibility across our supply chain, stronger collaboration with partners, and constant innovation. What gives me confidence is the shared belief across Swiggy that progress comes from making every choice count ensuring growth and responsibility move forward together.

That belief will continue to guide us as we build Swiggy into an institution that delivers not just at speed and scale, but with intent and conscience - true to our purpose of delivering unparalleled convenience, responsibly.

Sriharsha Majety  
Managing Director and Group CEO, Swiggy Limited

## 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Sriharsha Majety, Managing Director and Group CEO, Swiggy Limited

## 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.

Yes. Swiggy has broadened the mandate of its existing CSR Committee to formally include sustainability, thereby constituting the Sustainability and CSR Committee – a dedicated Board-level committee responsible for providing strategic direction and oversight on sustainability matters.

This Committee is a cornerstone of Swiggy's Sustainability governance architecture. It aligns sustainability priorities with Swiggy's long-term business strategy and stakeholder expectations, embeds sustainability considerations into decision-making at the highest level, monitors progress towards enterprise-wide sustainability goals, and ensures the integrity and transparency of disclosures.

In accordance with its charter, the Committee meets at least twice a year to discharge its responsibilities.

### Composition of the Committee:

1. **Sriharsha Majety** – Chairman (Managing Director & Group CEO)
2. **Anand Kripalu** – Member (Non-Executive Chairman and Independent Director)
3. **Suparna Mitra** – Member (Independent Director)

For more information on Swiggy Sustainability Governance framework, please refer to page 43 of the Annual Report.

## 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether 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	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow-up action</b>	The Company's Senior Management regularly reviews organisational performance against various policies. Updates on the outcomes of these reviews, particularly on material aspects, are shared with the Board and relevant Board Committees.									On a continuous basis								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	The Company complies with all applicable statutory and regulatory requirements.																	
<b>11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency</b>	P1	P2	P3	P4	P5	P6	P7	P8	P9									
	N**	N**	Y* ISO 45001: 2018	N**	N**	Y* ISO 14001	N**	N**	Y*** ISO 27001									

\* for Swiggy HO, certified by BSI

\*\* Although formal third-party assessments were not undertaken during the reporting year, Swiggy remains committed to high standards of accountability and transparency. In line with this, the company conducted comprehensive internal evaluations of key policies to ensure continued compliance, effectiveness, and responsible governance across its operations.

\*\*\* Certified by TÜV SÜD South Asia Private Limited for Swiggy Limited.

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

Not applicable.

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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



**Rahul Bothra**  
Chief Financial Officer



**Integrity is not just about avoiding what is wrong; it is about inspiring confidence in every stakeholder that Swiggy will always choose what is right for the long run. That confidence is our greatest asset - and the reason people trust us with their business, their data, and their livelihoods.**

At Swiggy, integrity is not just a compliance requirement - it is the foundation of how we think, act, and grow. We believe that doing the right thing consistently, even when no one is watching, is essential to earning the trust of our employees, partners, customers, and regulators.

Our commitment goes beyond following rules; it is about building a culture where ethical behaviour is second nature, and every decision reflects transparency and fairness. We want our people to feel empowered to raise concerns, challenge practices that do not align with our values, and take ownership for doing what is right.

A robust suite of policies, including our Code of Conduct and allied frameworks on anti-bribery, anti-corruption, and conflict of interest, plays an integral role in ensuring good governance across the organisation. These policies

provide clear guidance, set unambiguous expectations, and empower our people to make decisions that consistently uphold our values.

Strong governance is at the heart of this approach. We hold ourselves accountable to the highest standards because we understand that trust is earned over time and lost in a moment. Whether it is how we engage with our partners, manage data, or report to our Board, our intent is to ensure that every action strengthens the credibility we have built with our stakeholders.

Integrity at Swiggy is therefore not a standalone programme - it is part of our identity. By embedding honesty, responsibility, and openness into everything we do, we are building a business that people can believe in, today and for the future.

**Essential Indicators**
**1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:**

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	BRSR Principles, Business, Industry, and Governance	100%
Key Managerial Personnel	1	BRSR Principles, Business, Industry, and Governance	100%
Employees other than BoD and KMPs*	41*	BRSR Principles, POSH, Infosec, Code of Conduct	100%

\*Unique trainings/learning modules.

**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 on the basis of 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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Principle 3	Profession Tax Officer Department of GST Pune, Maharashtra	7,59,86,8113	The Profession Tax Officer assessed a demand of INR 7,59,86,813 against Swiggy, based on an erroneous interpretation that classifies Delivery Executives as employees of the company, rather than as independent gig workers.	Yes
Settlement			-		
Compounding fee			-		
Non-Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment			-		
Punishment			-		

**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
Swiggy contested this assessment before the Appellate Authority, maintaining that Delivery Executives operate as independent contractors engaged on a principal-to-principal basis. As such, they do not fall within the purview of the Profession Tax under the Maharashtra State Tax on Professions, Trades, Callings and Employments Act (PTRC Act).  Swiggy maintains that its engagement model is in full compliance with applicable legal and regulatory frameworks governing platform work and gig economy practices. A stay order on the demand has been successfully secured on 30.06.2025, and the matter is currently pending adjudication before the Appellate Authority.	Profession Tax Officer, Department of GST Pune, Maharashtra

**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.**

Yes. Swiggy is committed to maintaining the highest standards of integrity, transparency, and ethical conduct in all its business dealings. As part of this commitment, Swiggy has instituted a comprehensive Anti-Bribery and Anti-Corruption (ABAC) Policy, which is embedded within its overarching Code of Conduct.

The policy applies to all employees (permanent, contractual, or temporary), directors, consultants, suppliers, and third parties across Swiggy's value chain. It explicitly prohibits any form of bribery, kickbacks, facilitation payments, or corrupt practices – whether offered or received – while conducting business on behalf of Swiggy.

The ABAC framework is aligned with key domestic and global statutes, including the Prevention of Corruption Act, 1988, Bhartiya Nyaya Sanhita, 2023, Prevention of Money Laundering Act, 2002, UK Bribery Act, U.S. Foreign Corrupt Practices Act, Central Vigilance Commission Act, 2003, and the Lokpal and Lokayukta Act, 2013, wherever applicable.

Swiggy's policy mandates:

- Zero tolerance towards bribery or corruption in any form
- Annual employee declarations and periodic ABAC training
- Robust controls to detect and deter violations
- Disciplinary action, including termination, in case of breaches

The purpose of the policy is to ensure Swiggy is not directly or indirectly involved in any activity that may amount to bribery, facilitation payments, or corruption – even inadvertently.

[Link to Policy](#)

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0

**6. Details of complaints with regard to conflict of interest:**

	FY 2024-25 Current Financial Year		FY 2023-24 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

**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.**

Not applicable.

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Number of days of accounts payable	52	35

## 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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	Not applicable	Not applicable
	b. Number of trading houses where purchases are made from	Not applicable	Not applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not applicable	Not applicable
Concentration of Sales*	a. Sales to dealers/distributors as % of total sales	Not applicable	Not applicable
	b. Number of dealers/distributors to whom sales are made	Not applicable	Not applicable
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributor	Not applicable	Not applicable
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	12.96%	8.84%
	b. Sales (Sales to related parties/Total Sales)	0.0018%	0.01%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	100%	100%
	d. Investments (Investments in related parties/Total Investments made)	55.27%	10.56%

\*Swiggy operates as a technology-enabled platform focussed on food delivery and restaurant discovery. Given the nature of its services, Swiggy does not engage with trading houses or dealers in the course of its business operations.

### 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. Swiggy Limited has instituted robust processes to avoid and manage conflicts of interest involving members of the Board.

The company has adopted a Code of Conduct for Directors and Senior Management, which lays down a high standard of ethical governance. In line with this Code:

- **Conflict of Interest Disclosure & Prohibition:** Directors and Senior Management Personnel are required to avoid any situation where their personal interests may conflict with those of the Company. They must not derive personal gain at the expense of Swiggy's interests, directly or indirectly. Any such conflicts, whether actual or potential, are required to be promptly disclosed.
- **Annual Affirmation of Compliance:** All Directors and Senior Management Personnel must provide a written affirmation of compliance with the Code annually. Any deviations or violations are required to be reported to the Chairman of the Board and the Compliance Officer.
- **Oversight and Governance:** The implementation of this Code is jointly overseen by the Compliance Officer, Chief Human Resources Officer, and the Head – Assurance & Business Advisory, who ensure its continued relevance, alignment with regulatory requirements, and enforcement across leadership.
- **Periodic Review & Board Oversight:** The Code is reviewed periodically and updated in accordance with evolving legal frameworks and governance best practices. Compliance with the Code is also disclosed in the Annual Report.

This framework ensures that Swiggy's leadership upholds the highest standards of integrity, transparency, and fiduciary responsibility in line with stakeholder expectations.

[Link to Policy](#)

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



**Rohit Kapoor**  
CEO – Food Marketplace



**Responsible delivery goes beyond operational excellence; it is about shaping habits and expectations. When consumers choose Swiggy, they choose quality, a reduced environmental footprint, and an ecosystem that uplifts the people we interact with – directly and indirectly. Our role is to make the right choice the easiest one so that, over time, doing what’s better for people and the planet becomes second nature for everyone.**

At Swiggy, convenience and responsibility go hand in hand. How we deliver is as important as what we deliver, and every choice we make must be safe, sustainable, and fair to the people and communities we serve.

Our ambition is to shape an ecosystem where sustainability is not a trade-off but seamlessly built into every experience. We are committed to raising the bar, enabling partners to adopt responsible practices, and using technology to make the responsible choice simpler and more accessible for everyone.

This is not just a business obligation; it is a non-negotiable for the future. Every innovation – whether in packaging, logistics, or sourcing – reflects our belief that growth must be inclusive and mindful of its impact on people and the planet. By embedding sustainability and safety into our culture and partnerships, we aim to build a platform people trust – not just for unparalleled convenience, but for the assurance that every order contributes to a better and more responsible tomorrow.

## 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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	Swiggy's technology-driven product enhancements reflect commitment to sustainable consumption, partner well-being, and responsible platform design, aligned with Swiggy's ESG priorities. These investments are directed towards technologies and process innovations that deliver measurable environmental and social outcomes.  Key product enhancements enabled through these investments include:  <b>Swiggy Skills</b> – digital skilling platform for delivery partners.  <b>Swiggy Seal</b> – tech-enabled food integrity and hygiene certification for restaurant partners.  <b>Eco Saver</b> – intelligent order batching system reducing carbon emissions.  <b>Cutlery Opt-Out</b> – consumer-facing tech feature to reduce single-use plastic.  <b>Swiggy x Sulabh</b> – improving access to sanitation infrastructure for delivery partners.  <b>App Inclusivity Features</b> – full VoiceOver (iOS) and TalkBack (Android) support, making the platform accessible to customers with vision and motor impairments.  These targeted investments support initiatives focussed on sustainability, partner welfare, hygiene, skill-building, and responsible consumption.
Capex	-	-	

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

Swiggy has adopted a Sustainable Sourcing Policy that sets forth robust environmental, social, and ethical standards for its value chain including suppliers, vendors. This policy establishes a formal framework for integrating responsible sourcing practices across Swiggy's diverse value chain covering packaging, logistics, food supply, and technology partners.

The policy includes:

- **Supplier Code of Conduct:** Value chain partners are expected to adhere to Swiggy's Supplier Code of Conduct, promoting human rights, ethical labour, and environmental stewardship.
- **Assessments:** In the long term, the policy aims to ensure that value chain partners are periodically evaluated on labour practices, health and safety, environmental impact, and business ethics – aligned with global standards.
- **Capacity Building:** Swiggy is working towards institutionalising regular training and engagement programmes to equip value chain partners with knowledge and tools to improve their sustainability performance.

Swiggy has also committed to ensuring 100% of its value chain partners adhere to a Responsible Sourcing Code by 2030

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

Not applicable for the reporting year. Swiggy's Sustainable Sourcing Policy was formalised in FY 2024-25. A baseline assessment and measurement framework will be undertaken in the upcoming year, with progress reported in subsequent disclosures.

**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.**

Although Swiggy does not manufacture the products sold via its platform, it is committed to driving circularity across its operations and partner ecosystem. To safely reclaim, reuse, recycle, or dispose of end-of-life materials, Swiggy has implemented the following processes:

**a. Plastics (including packaging)**

**Collection & Segregation:** All plastic packaging used in Swiggy’s direct operations (e.g., insulated bags, courier pouches) is collected and segregated at source.

**Authorised Recycling Partnerships:** Segregated plastics are handed over to BBMP- and CPCB-authorized recyclers, who process them into certified recycled pellets.

**Offset & Reduction Targets:** Swiggy has achieved a 100% reduction or offset of its direct-use plastics in FY 2024-25 and will continue to scale reuse and recycling initiatives. By 2030, all restaurant partners will be supported to transition to responsible, plastic-free packaging alternatives.

**b. E-Waste**

**Certified Processors:** E-waste is aggregated centrally and transferred to Envirokare Recycling Solutions Pvt. Ltd., which operates licensed dismantling and recycling facilities in compliance with the E-Waste (Management & Handling) Rules, 2022.

**Full-Chain Traceability:** Every disposal batch is tracked via a manifest system to ensure material is processed in an environmentally controlled manner.

**c. Other Waste (Organic & Dry)**

**Organic Waste Management:** Wet waste from cafeterias and pantries in Swiggy HO is processed on-site using Organic Waste Converters (OWC), converting food scraps into compost for landscaping. Surplus organic residue is sent to partnered piggery farms – supporting a closed-loop model.

**Dry Waste Recycling:** Paper, cardboard, and other dry recyclables are handed off to state municipal-authorized dry-waste vendors for sorting, baling, and onward recycling.

**Zero-Landfill Aspiration:** Through these combined measures, 100% of Swiggy HO’s operational waste streams are diverted from landfill, supporting our “zero-waste-to-landfill” principle.

This reflects Swiggy’s broader 2030 goals - to eliminate or offset all operational plastics by 2025, reduce perishable waste by 25% annually, and embed responsible sourcing and circularity across the entire value chain.

**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 (EPR) is not applicable to Swiggy Limited. (standalone).

**c. Spending on measures towards well-being of employees in the following format**

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on well-being measures of permanent employees as a % of total revenue of the company*	0.66%	0.78%

\*Swiggy takes a holistic and outcomes-driven approach to employee well-being, investing in programmes that promote health, mental and financial well-being, learning, inclusion, and everyday support at work. The reported costs toward employee well-being cover a range of essential enablers, including medical insurance, training and upskilling, structured employee engagement, and workplace amenities that support daily productivity and comfort. These also include staff welfare initiatives designed to address evolving employee needs, strengthen team cohesion, and foster a safe, inclusive work environment.

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



**Girish Menon**  
Chief Human Resources Officer

**Well-being is not a programme; it is a mindset we've nurtured over a decade. At Swiggy, this culture has been built through countless small but meaningful actions – checking in on colleagues, celebrating milestones, and ensuring every part of our value chain feels respected and supported. When people feel genuinely cared for, they don't just deliver better outcomes – they shape the culture and trust that make Swiggy stronger every day.**

At Swiggy, the well-being of our people employees, delivery partners, and value chain participants is central to how we build and grow. We believe that a thriving workforce is one where safety, inclusion, and opportunity are not optional benefits but fundamental rights.

Our ambition is to create a workplace and ecosystem where every individual feels valued, supported, and empowered to succeed. This means fostering a culture where mental and physical well-being are prioritised, career growth is actively

enabled, and diversity and inclusion are woven into how we hire, develop, and lead.

We see well-being as a shared responsibility. From building equitable workplaces to creating safer and more dignified conditions for delivery partners, we are committed to raising the standards of care and support across our ecosystem. Because when our people thrive, they create lasting value – not just for Swiggy, but for the communities and customers we serve.

## Essential Indicators

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

Category	% of employees covered by										
	Total	Health insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No.	%	No.	%	No.	%	No.	%	No.	%
<b>Permanent employees</b>											
Male	3,633	3,633	100%	3,633	100%	0	0%	3,633	100%	2,213	61%
Female	855	855	100%	855	100%	855	100%	0	0%	662	77%
<b>Total</b>	<b>4,488</b>	<b>4,488</b>	<b>100%</b>	<b>4,488</b>	<b>100%</b>	<b>855</b>	<b>19.05%</b>	<b>3,633</b>	<b>80.95%</b>	<b>2,875</b>	<b>64%</b>

### 2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2024-25 Current Financial Year		FY 2023-24 Previous Financial Year	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
	PF	100%	Y	100%
Gratuity	100%	Y	100%	Y
ESI	3%	Y	12%	Y
Other	-	-	-	-

### 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.**

Swiggy is committed to fostering an inclusive and accessible workplace that upholds the dignity and well-being of all employees, including individuals with disabilities.

Our headquarters, Swiggy HO – located at Embassy TechVillage (ETV) and home to over 67% of our workforce – is fully compliant with the requirements of the Rights of Persons with Disabilities Act, 2016.

The facility has been thoughtfully designed to offer barrier-free access across all key areas, including entrances, restrooms, workstations, and emergency exits. We have also made significant investments in accessibility infrastructure to accommodate employees with locomotive and wheelchair needs. Accessibility features include step-free entry points, ramps with handrails and anti-skid flooring, restrooms built to accessibility standards, elevators equipped with Braille signage and audio cues, and high-contrast, clearly marked floor signage for easy navigation.

Swiggy continues to assess accessibility across its broader office network and remains committed to enhancing infrastructure to create a more inclusive environment for all.

### 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.

Yes. Swiggy is committed to providing equal opportunity to all individuals and fostering a diverse, inclusive, and non-discriminatory work environment, in line with the Rights of Persons with Disabilities Act, 2016.

Swiggy's commitment to equal opportunity is embedded across multiple people policies that together form a comprehensive framework for inclusive employment practices:

- The **Diversity, Equity & Inclusion (DE&I) Policy** explicitly affirms Swiggy's commitment to ensuring fair and merit-based hiring, progression, and workplace participation for all, including persons with disabilities. It also outlines provisions for reasonable accommodation and inclusive infrastructure.
- The **Discrimination & Harassment Prevention Policy** reinforces zero tolerance for any form of bias, harassment, or exclusion, creating a safe and respectful workplace for everyone.
- The **Code of Conduct for Employees** sets expectations of fairness, ethical conduct, and respect for diversity, and mandates non-discrimination across all levels of engagement.

These policies collectively uphold the principle of equal opportunity and establish clear mechanisms to prevent discrimination, promote accessibility, and support the participation of persons with disabilities across Swiggy's workforce.

[Link to Policies](#)

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	83.03%	70.45%
Female	98.25%	70.83%
<b>Total</b>	<b>86.94%</b>	<b>70.54%</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.**

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes.
Other than Permanent Workers	Swiggy has instituted a comprehensive grievance redressal mechanism for employees and workers through its Stakeholder Management and Grievance Redressal Policy, which outlines structured procedures for raising, investigating, and resolving grievances in a timely and confidential manner.
Permanent Employees	Key features of the mechanism include: <ul style="list-style-type: none"> <li>▪ <b>Multiple access channels:</b> Grievances may be submitted via a dedicated email ID (<a href="mailto:grievances@swiggy.in">grievances@swiggy.in</a>)</li> <li>▪ <b>Time-bound resolution:</b> All grievances are acknowledged within 48 hours and resolved within 14 days, depending on complexity.</li> <li>▪ <b>Fair and transparent process:</b> Grievances are reviewed by a designated team, with thorough investigation and regular communication of outcomes to the concerned individuals.</li> <li>▪ <b>Confidentiality and non-retaliation:</b> Swiggy maintains strict confidentiality and ensures there is no retaliation against any employee or worker raising a concern in good faith.</li> <li>▪ <b>Training and awareness:</b> Regular training is provided to internal teams to sensitise them to the grievance handling process and ensure consistent, empathetic resolution.</li> <li>▪ <b>Governance:</b> Oversight by Business Assurance &amp; ERM, Legal, and HR teams.</li> </ul>
Other than Permanent Employees	<p>This mechanism is further reinforced by Swiggy's Code of Conduct, DE&amp;I Policy, POSH Policy, Whistleblower Policy, and Discrimination &amp; Harassment Prevention Policy, which collectively uphold the organisation's commitment to a safe, inclusive, and responsive work environment.</p> <p><b>Harassment, including Sexual Harassment:</b></p> <p>Concerns relating to sexual harassment at the workplace are addressed through the Internal Complaints Committee (ICC), constituted under the POSH Act. Employees can write directly to <a href="mailto:icc@swiggy.in">icc@swiggy.in</a>. The process ensures confidentiality, timely redressal, and non-retaliation.</p> <p><b>Discrimination or Workplace Bias:</b></p> <p>Swiggy's DE&amp;I and Anti-Discrimination Policies reaffirm the company's zero-tolerance stance towards any form of workplace discrimination or bias. These policies establish clear principles for fostering an inclusive, respectful, and equitable work environment, while outlining accessible avenues for redressal. Employees can raise concerns through their manager, HR Business Partner, or escalate further as per the defined grievance hierarchy.</p> <p>Additionally, <b>Swiggy PRISM</b> – a thoughtfully curated, virtual safe space – offers community, conversation, and quiet reflection for those who navigate the world differently in identity, lived experience, or perspective. It reflects Swiggy's ongoing commitment to embracing diversity not just in policy, but in culture and practice.</p> <p><b>Ethical Misconduct &amp; Policy Violations:</b></p> <p>The Whistleblower Policy provides secure, independent, and anonymous channels to report violations of the Code of Conduct, ethical misconduct, or reputational risks. Complaints can be made via:</p> <ul style="list-style-type: none"> <li>▪ Toll-free number: 1800-102-6969</li> <li>▪ Web portal: <a href="https://swiggy.integritymatters.in">https://swiggy.integritymatters.in</a></li> <li>▪ Email: <a href="mailto:swiggy@integritymatters.in">swiggy@integritymatters.in</a></li> <li>▪ Or by writing to the Chairman of the Audit Committee at <a href="mailto:chairman.ac@swiggy.in">chairman.ac@swiggy.in</a></li> </ul> <p><b>Grievances Related to Work Conditions or Internal Services:</b></p> <p>Concerns related to HR policies, work conditions, or unresolved workplace issues can be escalated through:</p> <ul style="list-style-type: none"> <li>▪ "Voice of Employees" (<a href="mailto:voe@swiggy.in">voe@swiggy.in</a>) – directly reviewed by the CHRO</li> <li>▪ <a href="mailto:grievances@swiggy.in">grievances@swiggy.in</a> – an apex channel, for all grievances</li> </ul> <p>Swiggy continuously reviews these mechanisms to ensure they remain accessible, responsive, and aligned with regulatory standards and employee expectations.</p>

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

Category	FY 2024-25 Current Financial Year		FY 2023-24 Previous Financial Year	
	Total employees in respective category	%	Total employees in respective category	%
Permanent Employees	4,488	0	4,144	0
Male	3,633	0	3,434	0
Female	855	0	710	0

**8. Details of training given to employees:**

Category	FY 2024-25 Current Financial Year				FY 2023-24 Previous Financial Year					
	Total	On Health & Safety Measures		On Skill Upgradation		Total	On Health & Safety Measures		On Skill Upgradation	
		No.	%	No.	%		No.	%	No.	%
<b>Permanent Employees</b>										
Male	3,633	3,633	100%	3,633	100%	3,434	3,434	100%	3,434	100%
Female	855	855	100%	855	100%	710	710	100%	710	100%
<b>Total</b>	<b>4,488</b>	<b>4,488</b>	<b>100%</b>	<b>4,488</b>	<b>100%</b>	<b>4,144</b>	<b>4,144</b>	<b>100%</b>	<b>4,144</b>	<b>100%</b>

**9. Details of performance and career development reviews of employees:**

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total	No.	%	Total	No.	%
<b>Permanent Employees</b>						
Male	3,633	3,633	100%	3,434	3,434	100%
Female	855	855	100%	710	710	100%
<b>Total</b>	<b>4,488</b>	<b>4,488</b>	<b>100%</b>	<b>4,144</b>	<b>4,144</b>	<b>100%</b>

**10. Health and safety management system:**
**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, Swiggy has implemented a formal Health and Safety Policy that aligns with ISO 45001:2018 and India's National Policy on Safety, Health, and Environment at the Workplace. The policy is designed to promote a safe, healthy, and inclusive work environment for all stakeholders associated with Swiggy. It spans across locations and networks, and key features include clearly defined health and safety SOPs across locations, internal safety audits and incident reporting mechanisms, mandatory contractual clauses, on-ground health and wellness infrastructure (doctor-on-call, ambulance access, etc.).

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

Swiggy has established structured processes to identify work-related hazards and manage risks on both routine and non-routine bases, led by the Admin and Human Resources (HR) teams. For routine operations, potential risks are identified through regular workplace checks, safety reviews, and ongoing feedback from employees and frontline staff. These processes help monitor physical infrastructure, occupational health factors, and general workplace safety across corporate offices and partner-facing facilities. In the case of non-routine activities - such as office relocations, infrastructure upgrades, or event-based operations - risks are identified in advance through collaborative planning between Admin, HR, and relevant teams to ensure necessary safeguards are in place. Employee inputs, incident reports, and internal grievance mechanisms also support continuous identification and resolution of safety-related concerns, helping Swiggy maintain a safe and responsive work environment.

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

Yes, Swiggy has instituted a robust safety incident reporting and redressal mechanism accessible to employees, workers, and value network. Concerns can be raised confidentially through designated internal channels, with a structured escalation matrix to relevant teams and governance bodies for timely resolution. Furthermore, our

commitment to health and safety extends beyond the workplace to our broader value chain - at the heart of which are our delivery partners. They are encouraged to self-assess risks and are fully supported in withdrawing from any unsafe situations without fear of reprisal. While dedicated, stakeholder-specific channels are in place, Swiggy's Stakeholder Management and Grievance Redressal Policy also provides an overarching grievance mechanism accessible to all stakeholders through the designated email address: [grievances@swiggy.in](mailto:grievances@swiggy.in)

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)**

Yes, Swiggy's workforce has access to a range of non-occupational medical and healthcare services designed to support their overall well-being. Swiggy places high importance on the health of its employees and has implemented comprehensive facilities and programmes, including:

- A fully staffed, on-site medical room operational 24\*7
- A dedicated ambulance available round the clock
- Access to hospitals for emergency and extended care services
- A dedicated Mothers' Room to support nursing and maternal health needs, available in most of our high footfall offices

Beyond immediate medical care, employees and workers are covered under medical and accident insurance policies, which may also be extended to eligible family members. Routine health check-ups are facilitated to monitor wellness, alongside preventive care initiatives such as yoga sessions, mental health consultations, and wellness workshops. 24\*7 telehealth services are also available to employees, ensuring accessible medical support across all locations.

This integrated approach reflects Swiggy's commitment to creating a safe, healthy, and inclusive work environment that proactively supports the physical and mental well-being of its people.

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

Safety Incident/Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Swiggy is deeply committed to fostering a safe, healthy, and inclusive workplace for all employees and workers, extending this ethos across our value chain, including delivery partners. Our approach is anchored in proactive risk management, comprehensive physical and mental health support, robust well-being initiatives, and a culture of continuous improvement.

**Health Coverage & Insurance:**

All employees at Swiggy are covered under Personal Accident and Term Life Insurance policies. In addition, both employees and their dependents are protected under a comprehensive Group Medical Insurance policy. To further support employee well-being, we offer access to voluntary top-ups, parental medical insurance, and add-on benefits such as Hospicash and zero deduction cover - all available through a flexi-benefit plan enabled by our insurance provider.

Beyond our workforce, our delivery partners are also covered with industry leading accident insurance ensuring their safety and protection on the job.

### 24\*7 On-Site Medical Support:

At our headquarters in Embassy TechVillage (ETV), we provide 24\*7 medical room access, a stationed ambulance, and a tie-up with Manipal Hospital for emergency care. The premises also include a dedicated Mothers' Room and are fully equipped for medical emergencies. Regular health check-ups and wellness screenings are organised throughout the year.

### Mental Wellness & Holistic Health:

Swiggy provides access to licensed mental health professionals and confidential counseling services. Employees can also benefit from Employee Assistance Programmes (EAPs), yoga sessions, ergonomics workshops, and nutrition awareness drives that promote holistic well-being.

### Safety Training & Emergency Preparedness:

Fire alarms, smoke detectors, sprinkler systems, extinguishers, and marked emergency exits are installed across all major offices. Emergency evacuation maps are displayed, and regular drills and first-aid training sessions are conducted to ensure preparedness. CCTV surveillance and access control systems further enhance physical security.

### Incident Reporting & Hazard Management:

Swiggy has established a structured mechanism to report and redress safety incidents across its offices and ecosystem. Employees and other stakeholders are encouraged to voice their concerns regarding unsafe work situations without retaliation.

### Inclusive & Supportive Workplace Policies:

Our Diversity, Equity, and Inclusion Policy, Discrimination and Harassment Prevention Policy, and Code of Conduct uphold fairness, accessibility, and dignity at work. The ETV office is fully compliant with the Rights of Persons with Disabilities Act, 2016, offering step-free access, Braille signage, accessible restrooms, and other features that make the space barrier-free and inclusive.

### Work-Life Balance & Support Programmes:

Swiggy offers compassionate leave, sabbatical options, and a Childcare & Parental Policy that includes maternity, paternity, adoption leave and pet adoption policy. Tenure milestone benefits and career break programmes are designed to support life stages and recognise employee commitment.

### Learning & Financial Wellness:

Each employee receives an annual Learning & Development wallet to pursue professional skilling through platforms of their choice or focus on personal development. These offerings are complemented by round the year physical, mental, and financial wellness sessions.

Together, these people-first measures form the foundation of Swiggy's commitment to building a resilient, safe, and nurturing work environment for all.

### 13. Number of complaints on the following made by employees.

Number of complaints made by employees	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

### 14. Assessments for the year

Assessments for the year	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	While formal third-party assessments were not undertaken during the reporting year, Swiggy acknowledges the importance of institutionalising external evaluations to strengthen accountability and transparency. The company has already laid the groundwork through an internal Health and Safety Management System and has prioritised structured assessments on health, safety, and working conditions as part of its agenda for the upcoming year.
Working conditions	

### 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 workings conditions.

Not applicable.

### 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).**

- a. Yes, Swiggy extends a comprehensive and compassionate support framework to the families of its workforce in the unfortunate event of death. For employees, this includes life and accident insurance coverage, financial assistance, continued medical insurance for dependents, funeral support, education assistance for children, relocation support, and accelerated settlement of dues. Wherever applicable, ESOP benefits are also extended to the beneficiary. These measures reflect Swiggy's commitment to the well-being and dignity of its people and their families.
- b. Yes, for workers covered under contractual or third-party arrangements, Swiggy ensures compliance with applicable laws regarding life and accident insurance. Additionally, in line with our commitment to fairness and equity, we are actively working with partners and vendors to promote better social protection and insurance coverage for all workers in our value chain.

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

Swiggy adopts a structured and proactive approach to ensure statutory compliance across its value chain. All vendor agreements include explicit contractual clauses requiring partners to comply with applicable tax laws, including timely deduction and deposition of statutory dues.

As part of our vendor onboarding process, we conduct comprehensive due diligence, including verification of regulatory registrations, past compliance track records, and financial standing. Partners with a demonstrated history of regulatory adherence are prioritised for engagement.

This framework enables Swiggy to uphold high standards of compliance and accountability across its extended ecosystem.

**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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year
Employees	No high consequence work related injury/ill-health/fatalities were recorded for our employees and workers in FY 2024-25 and FY 2023-24.			

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



**Lakshmi Nandan Reddy Obul**  
Whole-time Director and  
Head of Innovation



**Some of our best ideas have come from simply listening. Stakeholders often know what works – and what doesn't – long before we do, and engaging with them openly has consistently led us to better, faster solutions. When people see their feedback translate into real change, trust deepens, brand affinity grows, and the willingness to innovate together becomes far stronger.**

At Swiggy, listening to and acting on stakeholder feedback is central to how we build trust and create long-term value. We believe that meaningful engagement is not a one-time exercise but a continuous dialogue – one that shapes how we grow, innovate, and respond to the needs of those who are part of our ecosystem.

Over the years, we have built this culture of responsiveness by making engagement transparent, inclusive, and insight-led. Whether it is co-creating solutions with partners, improving experiences for customers, or enabling greater

opportunities for communities, we strive to ensure that every interaction creates value and strengthens relationships.

We recognise that our success is deeply intertwined with the success of those we work with. By respecting diverse perspectives, staying open to concerns, and translating feedback into tangible action, we aim to reinforce trust with every decision we make. This is how we continue to build a platform where growth is not only shared but shaped together with those who are part of our journey.

## Essential Indicators

### 1. Describe the processes for identifying key stakeholder groups of the entity.

Swiggy adopts a structured and principle-driven approach to stakeholder identification, as outlined in its approved Stakeholder Management and Grievance Redressal Policy. The process involves a systematic evaluation of both actual and potential stakeholders based on two primary criteria:

- a. the degree of influence the stakeholder group has on Swiggy's ability to create and sustain value, and
- b. the extent to which Swiggy's operations, decisions, or business conduct impact the stakeholder group.

This dual-lens assessment is applied through an influence-impact matrix, enabling Swiggy to map and prioritise stakeholders across its value chain and ecosystem. Based on this assessment, the key stakeholder groups identified by the company include employees and workers, and value chain partners including delivery partners, customers (end users and restaurant partners), suppliers and vendors, investors and shareholders, communities where Swiggy operates.

This identification process is reviewed periodically, especially during materiality assessments, to ensure it reflects evolving stakeholder dynamics, business priorities, and regulatory requirements. It forms the foundation for Swiggy's stakeholder engagement and grievance redressal mechanisms, ensuring that stakeholder voices are considered in key decision-making processes.

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

Stakeholder Group	Identified as Vulnerable & Marginalised 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
Communities	No	CSR Programmes, Grievance Redressal Channels, Media, Website, etc.	Continuous/Ongoing	Focussed on community development initiatives, local employment generation, welfare programmes, and prompt resolution of community grievances.
Investors	No	Investor Conferences, Quarterly Results, Annual General Meetings (AGM), Annual Reports, Website, Grievance Redressal Channels, etc.	Continuous/Ongoing	Sharing regular updates on financial performance, growth strategy, risk management, and governance practices; addressing investor queries and concerns.
Shareholders	No	Shareholder Meetings, Quarterly Results, Phone, E-mails, Annual Reports, Website, Grievance Redressal Channels, etc.	Continuous/Ongoing	Providing timely information on company performance, strategic developments, dividend policies, and governance updates; addressing shareholder concerns.
Employees and Workers	No	E-mails, Internal Communications, Townhalls, Trainings, Employee Surveys, Intranet, Website, Grievance Redressal Channels, etc.	Continuous/Ongoing	Enhancing workforce well-being through structured learning & development programmes, health and safety measures, transparent communication on policies, and career growth opportunities; fostering engagement through feedback and surveys.
Customers (End-users & Restaurant Partners)	No	Swiggy App, Website, Surveys, Social Media, E-mails, SMS, Grievance Redressal Channels, etc.	Continuous/Ongoing	Ensuring reliable service delivery and platform functionality; communicating policy changes, product improvements, and promotional updates; resolving issues related to orders, refunds, and customer experience.
Value Chain (Delivery Partners and Suppliers)	No	Delivery Partner App, E-mails, Website, SMS, Grievance Redressal Channels, etc.	Continuous/Ongoing	Driving sustainable and ethical practices, ensuring safe working conditions, enabling capacity building, and learning opportunities, and addressing operational or contractual concerns promptly.

## 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.

At Swiggy, the consultation process between stakeholders and the Board on economic, environmental, and social topics is anchored in our enterprise-wide Materiality Assessment, which serves as a structured mechanism to identify and prioritise the sustainability issues most relevant to our stakeholders and business.

This process includes:

**Stakeholder Engagement:** Through surveys, interviews, and focussed group discussions with key stakeholder cohorts including employees, delivery partners, restaurant partners, suppliers, investors, and communities we capture diverse perspectives on emerging risks, expectations, and priorities.

**Dual Lens:** We apply a dual framework that considers both the impact of Swiggy's operations on stakeholders and the environment (inside-out) and the influence of stakeholder issues on Swiggy's ability to generate value (outside-in).

**Functional Inputs and Sustainability & CSR Steering Team:** Stakeholder insights are further supplemented by inputs from internal subject matter experts and business leaders. The synthesised materiality matrix is reviewed and validated by Swiggy's Sustainability & CSR Steering Team which includes senior leaders across key functions.

**Board-Level Oversight:** The validated materiality outcomes and stakeholder concerns are then formally presented to the Board and/or designated Board committees (as relevant), enabling them to exercise oversight and integrate stakeholder-aligned sustainability priorities into the company's strategy, risk management, and disclosures.

By embedding this consultation feedback loop within our governance structure, Swiggy ensures that the voices of stakeholders meaningfully inform leadership decisions on economic, environmental, and social matters.

### 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.

Yes. Swiggy actively engages with key stakeholders including customers, delivery partners, restaurant partners, employees, and communities to inform the identification and prioritisation of environmental and social topics. These consultations are embedded into our periodic materiality assessments and regular business feedback loops, helping shape strategic programmes and on-ground initiatives.

Inputs received through these interactions have directly contributed to the development of high-impact initiatives including but not limited to:

**Eco Saver:** Co-created with insights from customers, delivery partners, and restaurant partners, Eco Saver is an intelligent order batching system that reduces single-trip inefficiencies. By optimising multiple deliveries along the same route, it enhances delivery partner productivity, reduces emissions, and contributes to our broader climate goals while maintaining speed and reliability for customers.

**Swiggy Seal:** Developed in collaboration with restaurant partners, Swiggy has launched the Swiggy Seal – Food Integrity Certification to systematically raise quality and hygiene standards across its restaurant ecosystem. Developed with FSSAI-recognised audit agencies and informed by over 7 million verified customer reviews, the certification goes beyond compliance – embedding a culture of continuous improvement. The Seal is dynamic, merit-based, and can be revoked in case of lapses, reinforcing credibility and accountability. This initiative reflects our shared commitment to food integrity and was directly informed by rising customer expectations post-COVID, alongside the restaurants' efforts to strengthen consumer trust.

**Swiggy x Sulabh:** Our partnership with Sulabh International emerged from community and partner feedback advocating for more dignified and accessible sanitation options for delivery partners. This programme has enabled access to hygienic restroom facilities in high-footfall delivery zones, ensuring the well-being and dignity of delivery partners.

**Swiggy Serves:** Swiggy, through its flagship initiative Swiggy Serves, has set an ambitious goal of donating 100 million meals by 2030. A significant part of this will be achieved in partnership with the Robin Hood Army (RHA), which is

expected to contribute 50 million meals. Already active in 171 cities, the partnership leverages technology-driven food redistribution to bridge the gap between surplus food and those facing hunger.

**Swiggy Pawlice:** Launched in April 2024, Swiggy Pawlice helps reunite lost pets with their owners through the Swiggy app. Users can report missing pets, and Swiggy's 5.2 lakh+ delivery partners help stay alert while on their routes. When a reported pet is spotted, Swiggy facilitates communication between the partner and pet owner, supporting timely reunions. The initiative reflects Swiggy's commitment to community welfare and compassionate engagement.

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

Swiggy is committed to inclusive growth by ensuring that vulnerable and marginalised communities meaningfully benefit from its platform. Our engagement approach prioritises active listening and responsive action across stakeholder groups.

For delivery partners, Swiggy has implemented structured grievance redressal mechanisms, including the Voice of DE platform, dedicated helplines, and support centres. In collaboration with Sulabh International, we've also installed accessible sanitation facilities in high-delivery zones to address hygiene and dignity concerns.

Swiggy actively fosters workplace inclusion for the LGBTQIA+ community through sensitisation sessions and the PRISM ERG, which offers a safe space for peer support. The Swigstree ERG similarly empowers women employees through community building and open feedback channels. Further, our flea market platform promotes Pride-led and women-led businesses, enhancing visibility and economic opportunity.

We support small-scale entrepreneurs including local and regional vendors from disadvantaged backgrounds - through simplified onboarding, targeted outreach, and capacity-building efforts.

All stakeholders, including those from marginalised groups, have access to Swiggy's Code of Conduct, Whistleblower, and Anti-Harassment Policies, which are designed to be accessible, responsive, and non-retaliatory. This structured and inclusive approach reflects Swiggy's commitment to uplifting communities and enabling equitable access to the digital economy.

### Principle 5: Businesses should respect and promote human rights



**Girish Menon**  
Chief Human Resources Officer



People instantly recognise when they are treated with fairness - and they remember just as deeply when they are not. In a platform as diverse as ours, every interaction signals what we stand for. When fairness and respect are practised consistently - whether within teams or across our value chain - it changes behaviour. People speak up more, expect better, and hold themselves to higher standards. That is the real impact we want to create: an ecosystem where dignity is not just offered, but expected by everyone involved.

At Swiggy, respecting human rights begins with a simple belief: every individual connected to our platform deserves to be treated with dignity, fairness, and respect. As a platform that touches millions of lives, we view this responsibility as fundamental to how we create trust, enable opportunity, and build an ecosystem that people can rely on with confidence.

This belief has shaped how we operate over the years. We have worked to embed fairness and inclusion into the very design of our systems - so that equal access, safe working conditions, and respectful engagement are not exceptions, but the norm. It also means holding ourselves and those we work with to the same high standards, encouraging partners and suppliers to adopt responsible practices, and

creating mechanisms where concerns can be raised freely and addressed transparently.

We recognise that this is not a goal with a finish line. Respecting and promoting human rights is a continuous effort - one where we will keep investing, challenging ourselves, and addressing gaps as they emerge. Real progress, for us, is measured not by policies alone but by how people experience our platform every day by whether they feel valued, heard, and assured that their rights are protected. Respecting human rights is not only about avoiding harm; it is about enabling people to participate with dignity, to aspire, and to grow. That is how we believe opportunity and respect must go hand in hand.

### Essential Indicators

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total	No. of employees covered	%	Total	No. of employees covered	%
Permanent employees	4,488	4,488	100%	4,144	4,144	100%
<b>Total employees</b>	<b>4,488</b>	<b>4,488</b>	<b>100%</b>	<b>4,144</b>	<b>4,144</b>	<b>100%</b>

#### 2. Details of minimum wages paid to employees, in the following format:

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total	Equal to Minimum Wage		More than Minimum Wage		Total	Equal to Minimum Wage		More than Minimum Wage	
		No.	%	No.	%		No.	%	No.	%
<b>Permanent Employees</b>										
Total	4,488	-	-	4,488	100%	4,144	-	-	4,144	100%
Male	3,633	-	-	3,633	100%	3,434	-	-	3,434	100%
Female	855	-	-	855	100%	710	-	-	710	100%

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

##### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (In INR)	Number	Median remuneration/salary/wages of respective category (In INR)
Board of Directors (BoD)				
Key Managerial Personnel				
Permanent Employees other than BoD and KMP*	2410	14,33,366	485	13,51,429

\*Excludes prerequisites on ESOPs

Refer to the Directors' Report

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	16.30%	15.24%

#### 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. Swiggy has established dedicated governance structures and focal points to identify, prevent, and address actual or potential human rights impacts across its operations and value chain.

- The **Internal Complaints Committee (ICC)** oversees matters related to workplace sexual harassment in accordance with the POSH Act, ensuring a safe and respectful environment.
- The **Whistleblower Committee**, set up under the Whistleblower Policy, is empowered to independently investigate and act on reports of human rights violations, ethical misconduct, and breaches of Swiggy's Code of Conduct.
- The **Stakeholder Management Committee**, detailed in the Stakeholder Management and Grievance Redressal Policy, is tasked with addressing complaints from internal and external stakeholders.
- The **DE&I Council**, anchored in the DE&I Policy, serves as an advisory and escalation body for inclusion-related grievances, including issues of discrimination or systemic bias.

Together, these structures form a distributed but coordinated framework to uphold human rights principles across Swiggy's ecosystem.

[Link to Policies](#)

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

Swiggy follows a robust and inclusive Stakeholder Management and Grievance Redressal Policy designed to uphold dignity, equity, and justice for all stakeholders employees, workers, and value chain partners. This framework is guided by our commitment to non-retaliation, confidentiality, and timely resolution.

### Multiple Reporting and Redressal Channels:

- Sexual Harassment:**

All employees, including third-party workers, can report sexual harassment directly to the Internal Complaints Committee (ICC) via [icc@swiggy.in](mailto:icc@swiggy.in), with strict adherence to timelines under the POSH Act. The ICC conducts neutral and confidential investigations.

- Discrimination, Ethical Violations & Human Rights Concerns:**

Such matters can be raised confidentially under the Whistleblower Policy through [swiggy@integritymatters.in](mailto:swiggy@integritymatters.in) with the option for anonymity. These are escalated to the Whistleblower Committee, which includes an external member for impartiality.

- Workplace Issues and Escalations:**

Employees may raise unresolved concerns via Voice of Employees (VoE) at [voe@swiggy.in](mailto:voe@swiggy.in), directly reviewed by the Head of HR and leadership.

- Value Chain Grievances:**

While dedicated grievance channels exist for key stakeholder groups, Swiggy's Stakeholder Management and Grievance Redressal Policy also provides an apex grievance mechanism for all stakeholders via the designated email ID: [grievances@swiggy.in](mailto:grievances@swiggy.in). This central channel is equipped to address and appropriately redirect concerns across the value chain, reinforcing Swiggy's commitment to fairness and accountability.

### Ongoing Awareness and Capacity Building:

- Mandatory trainings on Code of Conduct (includes Discrimination & Harassment, and Human Rights), POSH, are conducted regularly across all levels.
- Policies are made accessible via the internal portal and/or external platforms including our website and shared periodically to reinforce awareness.

Swiggy's grievance redressal mechanisms are integrated into broader sustainability governance and support periodic reporting, oversight, and continuous improvement.

[Link to Policies](#)

## 6. Number of Complaints on the following made by employees:

Nature of Complaint	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	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	6	0	-	7	0	-
Discrimination at Workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other Human Rights related Issues	0	0		0	0	

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	6	7
Complaints on POSH as a % of female employees/workers	0.76%	0.85%
Complaints on POSH upheld	4	5

\* for Swiggy's entire workforce including permanent employees, other than permanent employees, permanent workers, and other than permanent workers

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

Swiggy is committed to fostering a workplace where every individual feels safe, respected, and empowered to raise concerns without fear of retaliation. To uphold this commitment, the company has instituted robust safeguards through approved internal policies that prohibit discrimination and harassment in any form – whether based on gender, sexual orientation, caste, religion, disability, age, or other protected characteristics.

### Clear Policy Frameworks and Definitions

Swiggy's Discrimination & Harassment Prevention Policy covers all forms of non-sexual harassment, including bullying, intimidation, exclusion, and caste-, class-, or identity-based microaggressions. The POSH Policy specifically addresses sexual harassment at the workplace, in compliance with the Prevention of Sexual Harassment Act, 2013.

### Dedicated Redressal Committees

- **Internal Complaints Committee (ICC):** Handles all sexual harassment complaints and is constituted in accordance with the law. It ensures confidentiality and fair hearing.
- **Stakeholder Management Committee:** Established under the Stakeholder Management and Grievance Redressal Policy, it addresses non-sexual complaints related to harassment, discrimination, or any violation of dignity at work.
- **Ethics & Integrity Team/Ombudsperson:** Investigates anonymous or escalated complaints, especially those involving senior leaders or systemic issues.

### Confidential Reporting Channels & Whistleblower Mechanism

Multiple secure, confidential, and accessible reporting avenues are available:

- **icc@swiggy.in** for POSH-related concerns (city-specific IDs also exist)
- **voe@swiggy.in** (Voice of Employees) for workplace culture and HR-related concerns
- **Swiggy's Whistleblower Portal** (<https://swiggy.integritymatters.in>) for anonymous, third-party-enabled reporting

While dedicated grievance channels exist for key stakeholder groups, Swiggy's Stakeholder Management and Grievance Redressal Policy also provides an apex grievance mechanism for all stakeholders via the designated email ID: **[grievances@swiggy.in](mailto:grievances@swiggy.in)**. This central channel is equipped to address and appropriately redirect concerns across the value chain, reinforcing Swiggy's commitment to fairness and accountability. All complaints are treated with strict confidentiality and objectivity, and access is restricted to those directly involved in investigation and resolution.

### Anti-Retaliation Safeguards

Swiggy explicitly prohibits retaliation against any individual who raises a concern, files a complaint, or participates in an investigation be it formal or informal. Any form of punitive action (transfer, denial of promotion, demotion, verbal threats, or subtle exclusion) is considered a policy breach and attracts disciplinary consequences.

### Secure Documentation & Protection of Identity

All complaints are documented and stored separately by the HR or Ethics & Integrity. Details of a complaint are never entered into an employee's personnel file unless a breach is formally substantiated. Records are securely maintained with restricted access.

### Integration with DE&I Goals

Swiggy's approach to grievance redressal is closely aligned with its broader Diversity, Equity, and Inclusion (DE&I) mandate. All redressal data is reviewed for systemic patterns, which then inform culture-building and policy evolution efforts.

### Awareness, Training & Culture Building

- **Mandatory onboarding sessions** on harassment and discrimination policies
- **Trainings**, POSH awareness and scenario-based learning modules
- **Targeted leadership workshops** on inclusive behaviour and accountability
- **Townhalls and resource sharing** to reinforce safe reporting norms

[Link to Policies](#)

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

Yes. While Swiggy's business agreements may not always refer to "human rights" explicitly, all contracts with value chain partners contain binding clauses requiring adherence to the law of the land including applicable labour laws, equality, non-discrimination, and occupational safety laws that form the backbone of human rights in India.

Further, Swiggy's Code of Conduct, which applies to its employees, and value chain including delivery partners, suppliers, vendors, and contractors, reinforces its commitment to fundamental rights such as dignity at work, freedom from discrimination or harassment, and the right to a safe workplace.

This expectation of ethical and lawful conduct is also extended through our Supplier Code of Conduct and Stakeholder Management and Grievance Redressal Policy, ensuring that rights-related concerns can be raised and addressed across the value chain.

**10. Assessments of the year**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	While formal third-party assessments were not undertaken during the reporting year, Swiggy acknowledges the importance of institutionalisation external evaluations to strengthen accountability and transparency. The company has already laid the groundwork through robust policies, governance frameworks and has prioritised structured assessments on human rights as part of its agenda for the upcoming year.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others	

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

Not applicable.

**Leadership Indicators**

**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?**

Swiggy is deeply committed to fostering a workplace that is inclusive, accessible, and respectful of the rights and dignity of all employees, including persons with disabilities. In line with this commitment, our headquarters at Embassy TechVillage (ETV) – which accounts for over 67% of Swiggy's total employee base – has been designed and maintained in full compliance with the accessibility standards outlined under the Rights of Persons with Disabilities Act, 2016.

The campus reflects thoughtful integration of universal design principles, ensuring seamless and barrier-free access to all major functional areas including building entrances, common areas, workspaces, washrooms, cafeterias, and emergency exits. Key accessibility features include:

- **Step-free entryways and automated doors** to enable smooth navigation;
- **Ramps equipped with handrails and anti-skid flooring** to support mobility aid users;
- **Restrooms built to accessibility standards**, including grab bars and sufficient turning radius for people with wheelchair and locomotive needs;
- **Elevators with tactile buttons, Braille signage, and audio assistance**, making vertical movement easier for individuals with visual impairments; and
- **Clear, high-contrast signage** throughout the premises to aid navigation for all users, including those with low vision or cognitive disabilities.

Recognising that accessibility is an ongoing journey rather than a one-time intervention, Swiggy continues to evaluate its broader office footprint across India to identify and address infrastructural or procedural gaps. We are progressively working towards enhancing accessibility across all office locations, guided by employee feedback, inclusive design experts, and evolving best practices.

Through these efforts, Swiggy strives to ensure that every workspace across the organisation reflects our values of equity, dignity, and opportunity for all.

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



**Sriharsha Majety**  
MD & Group CEO

**Sustainability at scale needs the same mindset we bring to building great products and solutions that are simple, intuitive, and designed to work seamlessly across millions of interactions. The real challenge is to reimagine the systems behind our platform not by adding green layers to existing processes, but by redesigning how deliveries move, how networks are optimised, and how resources flow, so that efficiency and sustainability reinforce each other. When that happens, the impact goes beyond reducing our own footprint; it can influence how the entire ecosystem operates and that's what excites us at Swiggy.**

For Swiggy, sustainability is not a parallel track to growth it is central to how we imagine the future of convenience. As one of India's largest platforms, we recognise the responsibility and influence we have in shaping how commerce flows through cities and we are determined to use that scale to drive change that extends well beyond our own operations.

Our approach is anchored in redesigning systems, not just offsetting outcomes. This means building a logistics network that steadily shifts towards low-carbon mobility, expanding renewable energy use across facilities, and accelerating the adoption of sustainable materials and plastic-free packaging. Waste is treated not as an inevitable by-product but as a resource – recovered, recycled, and repurposed to move closer to a truly circular system.

What makes this effort meaningful is its ability to create ripple effects. The solutions we invest in whether climate-friendly packaging, cleaner mobility, or waste recovery infrastructure – are designed to be scalable and to inspire adoption across the value chain. By making sustainable practices easier and more accessible for partners, suppliers, and consumers, we aim to raise collective standards for environmental responsibility.

Environmental stewardship for us is about constantly testing new ideas, improving what already exists, and collaborating with innovators who can push the boundaries further. Our ambition is clear: to set the benchmark for responsible delivery in India and to prove that the convenience economy can, and should, be built on principles that respect the planet as much as they serve its people.

## Essential Indicators

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>From renewable sources (GJ)</b>		
Total electricity consumption (A)	2,807.52	3,166.10
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	2,807.52	3,166.10
<b>From non-renewable sources (GJ)</b>		
Total electricity consumption (D)	2,129.53	1,513.27
Total fuel consumption (Diesel + LPG) (E)	0	0
<b>Energy consumption through other sources (F)</b>	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	2,129.53	1,513.27
<b>Total energy consumed (A+B+C+D+E+F) (GJ)</b>	4,937.05	4,679.37
<b>Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) (GJ per INR million)</b>	0.06	0.07
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)</b>	1.16	1.52
<b>Energy intensity in terms of physical output (GJ/FTE (Full Time Equivalent))</b>	4,986.92	4,726.64
<b>Energy intensity (optional) Energy consumption/area (GJ per square feet)</b>	0.01	0.01

**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, limited assurance has been carried out by KPMG Assurance and Consulting Services LLP.

### 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.

Not applicable. Swiggy does not own or operate any manufacturing or energy-intensive industrial facilities that fall under the scope of the Perform, Achieve and Trade (PAT) Scheme administered by the Bureau of Energy Efficiency (BEE). As a technology-enabled platform, Swiggy's operations are not classified as Designated Consumers (DCs) under the PAT framework.

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third-party water	9,377	10,913.49
(iv) Seawater/desalinated water	0	0
(v) Others (Purchased Drinking Water)	264.51	254.22
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	9,642.49	11,167.71
<b>Total volume of water consumption (in kilolitres)</b>	9,642.49	11,167.71
<b>Water intensity per rupee of turnover (Total water consumption/Revenue from operations) (kilolitres per INR million)</b>	0.11	0.18
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)</b>	2.26	3.62
<b>Water intensity in terms of physical output (KL/FTE (Full Time Equivalent))</b>	9,739.89	11,280.51
<b>Water intensity (optional) – Total water consumption/area (kilolitres per square feet)</b>	0.03	0.03

**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, limited assurance has been carried out by KPMG Assurance and Consulting Services LLP.

**4. Provide the following details related to water discharged**

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year	
<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	Not applicable. Swiggy's corporate headquarters is housed within the Platinum LEED - certified Embassy Tech Village (ETV) campus in Bengaluru – a facility that exemplifies global best practices in environmental sustainability and green building standards. Purpose-built to minimise ecological impact, the campus integrates advanced infrastructure and sustainable water management systems to ensure zero wastewater discharge. Swiggy is working to replicate these benchmarks across its other facilities.		
- 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			
<b>(v) Others</b>			
- No treatment			
- With treatment – Tertiary treatment			
<b>Total water discharged (in kilolitres)</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, limited assurance has been carried out by KPMG Assurance and Consulting Services LLP.

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

Swiggy's corporate headquarters – housing over 67% of its permanent workforce and nearly 70% of its infrastructure – is located within Embassy Tech Village (ETV), a Platinum LEED-certified campus in Bengaluru. This modern, sustainability-forward facility exemplifies global best practices in green building design, energy efficiency, and environmental responsibility.

Designed to minimise ecological footprint, ETV integrates advanced infrastructure and sustainable water management systems, including a high-efficiency Sequential Batch Reactor (SBR) Sewage Treatment Plant (STP) that enables zero wastewater discharge. All wastewater generated on-site is scientifically treated and reused across critical functions – including flushing and sanitation, HVAC (heating, ventilation, and air conditioning) operations, landscaping, and garden maintenance. This closed-loop system significantly reduces freshwater consumption and demonstrates Swiggy's commitment to embedding environmental stewardship into its daily operations.

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

Parameter	Units	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
NOx	Tonnes	0.25	0.39
SOx	Tonnes	0.05	0.07
Particulate Matter (PM)	Tonnes	0.15	0.21
Persistent Organic Pollutants (POP)	Tonnes	Not applicable	Not applicable
Volatile Organic Compounds (VOC)	Tonnes	Not applicable	Not applicable
Hazardous Air Pollutants (HAP)	Tonnes	Not applicable	Not applicable
Others - Carbon Monoxide	Tonnes	0.10	0.16
Others - Non Methyl Hydro Carbon	Tonnes	0.05	0.06

**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.**

No.

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

Parameter	Unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Scope 1 emissions (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>	107.28	90.11
Total Scope 2 emissions (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>	350.76	229.98
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	Metric tonnes of CO <sub>2</sub> / turnover in rupees million	0.01	0.01
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Metric tonnes of CO <sub>2</sub> / turnover in rupees million adjusted for PPP	0.11	0.10
Total Scope 1 and Scope 2 emission intensity in terms of physical output (tCO <sub>2</sub> e/FTE (Full Time Equivalent))	Metric tonnes of CO <sub>2</sub> / FTE	462.67	323.32
Total Scope 1 and Scope 2 emission intensity – (Total Scope 1 + Scope 2 emissions/Area)	Metric tonnes of CO <sub>2</sub> / area in square foot	0.00136	0.00095

**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, limited assurance has been carried out by KPMG Assurance and Consulting Services LLP.

**8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.**

Yes, Swiggy has implemented a suite of initiatives aimed at reducing GHG emissions across its operations, with a particular focus on sustainable deliveries, packaging, and intelligent logistics. These initiatives are aligned with Swiggy's broader sustainability goals and contribute meaningfully to emissions reduction:

**Reducing Emissions**

**Low Carbon Fleet**

Swiggy has undertaken an ambitious goal to transition to a 100% electric delivery fleet by 2030. Towards this end, Swiggy has partnered with third-party electric vehicle (EV) and allied service providers to accelerate this transition:

- **EV Deployment and Infrastructure Support:** Improved accessibility and affordability of EVs and charging infrastructure across key delivery hubs.
- **Impact:** These efforts led to a reduction of 710.69 tCO<sub>2</sub>e in FY 2023-24 and 4,483 tCO<sub>2</sub>e in FY 2024-25.

**Last-mile Optimisation**

- Responding to stakeholder interest in operational efficiency and climate action, **Eco Saver** is an intelligent batching feature that optimises routing by clubbing multiple orders.
- **Impact:** In FY 2024-25 alone, Eco Saver has facilitated approximately 30 million deliveries resulting in a reduction of over 500 tonnes of CO<sub>2</sub> emissions.

**Clean Energy**

Swiggy is committed to transitioning to 100% renewable electricity in its direct operations by 2030, by adopting sustainable and energy-efficient solutions. Swiggy's corporate headquarters at Embassy TechVillage (ETV), Bengaluru housing over 67% of our permanent workforce and 75% of our operational infrastructure embodies our commitment to building a sustainable operational backbone. ETV's LEED O&M v4.1 Platinum certification by the U.S. Green Building Council (USGBC) stands as a benchmark in energy efficiency, water conservation, and waste management. Notably, 65% of the electricity used at our corporate headquarters is sourced from renewables. Guided by this standard, Swiggy is committed to progressively transitioning its infrastructure and operations towards similarly high-performing, environmentally responsible facilities.

## Delivering Circular Change

### Minimising Waste

Swiggy is committed to reducing perishable waste in direct operations by 25% year-on-year through improved processes and automation in its value chain.

- Swiggy has launched multiple initiatives to address the emissions associated with packaging production and waste, that consequently affect emissions positively.
- Cutlery Opt-Out Feature:** By empowering users to skip cutlery by default, Swiggy avoids unnecessary manufacturing, packaging, and transport of single-use plastic items. Within a week of introducing the feature, approximately 96% of orders had cutlery opt-out enabled, significantly reducing waste across our delivery ecosystem.

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
<b>Plastic waste (A)</b>	11.51	9.16
<b>E-waste (B)</b>	3.71	6.30
<b>Bio-medical waste (C)</b>	0	0
<b>Construction and demolition waste (D)</b>	0	0
<b>Battery waste (E)</b>	0	0
<b>Radioactive waste (F)</b>	0	0
<b>Other Hazardous waste. Please specify, if any. (G)</b>	0	0
Oil Filters	0	0
Used Oil	0	0
STP Sludge	0	0
Oil Cotton Rags	0	0
<b>Other Non-hazardous waste generated (H)</b>		
Metal scraps	0	0
Rubber	0	0
Paper	0	0
Solid waste (Organic: Food and drink waste)	40.06	41.12
Solid waste (Dry waste)	24.47	23.24
<b>Total (A + B + C + D + E + F + G + H)</b>	79.74	79.82
<b>Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)</b>	0.0009	0.0013
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>	0.02	0.03
<b>Waste intensity in terms of physical output (Tonnes/FTE (Full Time Equivalent))</b>	80.55	80.63
<b>Waste intensity (optional) – (Total waste/Area) - in Tonnes per sf</b>	0.0002	0.0002
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	35.99	32.39
(ii) Re-used	37.88	38.07
(iii) Other recovery operations	0	0
<b>Total</b>	73.87	70.46
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations (Composting)	2.17	3.04
<b>Total</b>	<b>2.17</b>	<b>3.04</b>

**Waste Management at Swiggy:** Swiggy's corporate headquarters is located at the Embassy TechVillage (ETV) campus, a LEED Platinum-certified facility recognised for its industry-leading sustainability performance. All waste, excluding e-waste, generated at Swiggy HO is managed centrally by Embassy through a comprehensive, compliance-led, and environmentally responsible system.

**Waste Segregation at Source:** ETV has implemented 100% waste segregation at source across all operational areas, ensuring that wet (organic), dry (recyclable), and e-waste are systematically sorted and routed through dedicated, compliant channels.

**Organic Waste Management:** A portion of organic waste – including food waste generated from cafeterias and pantries – is treated on-site using Organic Waste Converters (OWCs). These systems convert waste into compost, which is then reused within the campus for landscaping and horticulture, supporting a closed-loop waste-to-resource model. A significant portion of the organic waste is also diverted to piggery farms, enabling further reuse through responsible animal feed applications.

**Dry and Recyclable Waste:** Dry waste, such as paper, packaging materials, and plastics, is carefully segregated and handed over to BBMP-authorized vendors and recyclers. This ensures maximum material recovery, regulatory compliance, and minimal environmental impact.

**Zero-Waste-to-Landfill Aspiration:** The ETV campus has adopted a zero-waste-to-landfill philosophy, actively working to ensure that all waste generated is either reused, recycled, or composted – eliminating the need for landfill disposal entirely.

**Responsible E-Waste Disposal:** Swiggy has partnered with Envirokare Recycling Solutions Pvt. Ltd. for e-waste collection and processing. All e-waste is managed in strict accordance with applicable central, state, and pollution control board regulations, including the E-Waste (Management & Handling) Rules, 2022 issued by the Ministry of Environment, Forest & Climate Change.

#### Highlights:

- 100% of Swiggy HO's waste was either recycled, reused, or composted
- No hazardous, biomedical, construction, or demolition waste was generated

**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, limited assurance has been carried out by KPMG Assurance and Consulting Services LLP.

#### 10. Briefly describe the waste management practices adopted in your establishment. 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.

Swiggy adopts a comprehensive, ecosystem-wide approach to waste management – minimising environmental impact while driving operational efficiency and responsible consumption.

##### Restaurant Waste Management & Food Recovery

As a platform connecting over 4,00,000 restaurant partners, Swiggy promotes responsible food waste handling aligned with industry best practices. Through Swiggy Serves, we've enabled structured food donation and redistribution efforts, redirecting surplus food to communities in need.

##### Packaging Waste Reduction at Scale

Swiggy introduced the cutlery opt-out model to minimise waste in food deliveries. By default, customers do not receive disposable cutlery with their orders unless they explicitly request it. Cutlery Opt-Out Feature: Within a week of introducing the feature, approximately 96% of orders had cutlery opt-out enabled, significantly reducing waste across our delivery ecosystem.

### Office Waste Management

At Swiggy's corporate offices – particularly our **LEED Platinum-certified headquarters at Embassy TechVillage** – we implement:

- **Segregation at Source:** Waste is segregated into organic, recyclable, and non-recyclable categories at the point of generation.
- **Awareness and Engagement:** Internal programmes are conducted to promote responsible consumption and waste disposal practices.
- **Organic Waste Management:** Food and organic waste from cafeterias and pantries is processed on-site using Organic Waste Converters (OWCs) to generate compost for in-campus landscaping. Additionally, a portion is responsibly diverted to piggery farms for use as animal feed.
- **Recyclable Waste Handling:** Dry and recyclable waste – including paper, packaging materials, and plastics – is systematically segregated and transferred to BBMP-authorized vendors, ensuring regulatory compliance, material recovery, and reduced environmental impact.

**E-waste disposal** through **government-authorized vendors**, ensuring compliance with **CPCB guidelines** and safe material handling.

### Minimal Hazardous and Toxic Waste Profile

As a technology-led platform, Swiggy's operations involve **no direct usage of hazardous or toxic chemicals** in products or processes. That said, we maintain rigorous controls to ensure:

- **Any incidental waste** is identified, tracked, and safely disposed of.
- We remain **compliant with all applicable environmental laws**.

**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:**

Not applicable, as Swiggy does not operate in ecologically sensitive areas.

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

Not applicable. In FY 2024-25, Swiggy did not undertake any projects that warranted mandatory Environmental Impact Assessments (EIA) under applicable environmental laws and regulations, including the EIA Notification, 2006 issued under the Environment (Protection) Act, 1986. The nature of Swiggy's operations – centred around digital platforms and service-based logistics – does not involve industrial development, large-scale infrastructure, or land-use changes that typically necessitate such assessments.

**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:**

Yes, Swiggy Ltd. is compliant with all the applicable environmental law/regulations/guidelines, in India, which are relevant to service-based entities.

### Leadership Indicators

**1. Please provide details of total Scope 3 emissions & its intensity, in the following format\*:**

Parameter	Unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Total Scope 3 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> )	Metric tonnes of CO <sub>2</sub>	4,99,111.66	3,82,840.68
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> /turnover in INR million	0.000007833	0.000004352
<b>Total Scope 3 emission intensity (optional)</b> – (Total Scope 3/Area)	Metric tonnes of CO <sub>2</sub> /area in square foot	1.664	1.203

\*Swiggy's Scope 3 emissions have been calculated in accordance with the GHG Protocol and cover the emission categories such as purchase goods, capital goods, waste generated in operations, business travel, employee commute and end-of-life treatment.

**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.**

No.

**2. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.**

Not applicable, as Swiggy does not operate in any ecologically sensitive areas.

**3. 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:**

Initiative	Details	Outcome
<b>Low Carbon Fleet</b>	Swiggy has set an ambitious goal to transition to a 100% electric delivery fleet by 2030, making zero-emission delivery a core part of its operational infrastructure. With a network of over 5.2 lakh delivery partners, the company is actively shaping the future of sustainable urban logistics in India. Its ecosystem-driven strategy focusses on access, affordability, and adoption – partnering with 50+ OEMs, fleet operators, financiers, and charging infrastructure players to make EVs accessible across all Tier-1 and most Tier-2 cities. Delivery partners now have access to 70+ EV models, flexible rental plans, and battery-swapping solutions. Swiggy is also investing in digital infrastructure, integrating real-time battery swap locators, rental booking APIs, and EV education directly within its app. To drive behavioural change, Swiggy runs app-led campaigns, vendor incentives, and on-ground activations, making EV adoption easier for its delivery partners. Swiggy is also piloting models where bulk (XL) orders are fulfilled entirely by electric fleets. In July 2024, Swiggy launched Eco Saver – a feature within our platform that promotes order batching and route optimisation to reduce redundant trips, lower last-mile emissions, and improve delivery efficiency.	EV delivery partners have grown 7x in the last year. These efforts led to a reduction of 710.69 tCO <sub>2</sub> e in FY 2023-24 and 4,483 tCO <sub>2</sub> e in FY 2024-25. Eco Saver has facilitated approximately 30 million deliveries resulting in a reduction of over 500 tonnes of CO <sub>2</sub> emissions.
<b>Cutlery Opt-out</b>	Swiggy introduced the cutlery opt-out model to minimise waste in food deliveries. By default, customers do not receive disposable cutlery with their orders unless they explicitly request it. This nudge has helped change user behaviour and significantly reduce plastic consumption across millions of deliveries. Swiggy is committed to achieving a 100% transition to responsible and sustainable packaging alternatives across its restaurant partner network by 2030, reinforcing its long-term vision for waste reduction and environmental stewardship.	Within a week of introducing the feature, approximately 96% of orders had cutlery opt-enabled, significantly reducing waste across our delivery ecosystem.
<b>Operational and Environmental Excellence</b>	Swiggy is committed to transitioning to 100% renewable electricity in its direct operations by 2030, by adopting sustainable and energy-efficient solutions.	Swiggy’s corporate headquarters at Embassy TechVillage (ETV), Bengaluru – housing over 67% of our permanent workforce and 70% of our operational infrastructure – embodies our commitment to building a sustainable operational backbone. ETV’s LEED O&M v4.1 Platinum certification by the U.S. Green Building Council (USGBC) stands as a benchmark in energy efficiency, water conservation, and waste management. Notably, 65% of the electricity used at our corporate headquarters is sourced from renewables. Guided by this standard, Swiggy is committed to progressively transitioning its infrastructure and operations towards similarly high-performing, environmentally responsible facilities.
<b>Swiggy Serves</b>	Swiggy, through its flagship initiative Swiggy Serves, has set an ambitious goal of donating 100 million meals by 2030. A significant part of this will be achieved in partnership with the Robin Hood Army (RHA), which is expected to contribute 50 million meals.	Already active in 171 cities, the partnership leverages technology-driven food redistribution to bridge the gap between surplus food and those facing hunger.

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

Yes. Swiggy has established a comprehensive Business Continuity and Disaster Recovery (BCDR) framework to ensure uninterrupted operations and service reliability. The framework leverages Amazon Web Services (AWS) infrastructure within a single region, utilising multiple Availability Zones (AZs) to provide high availability, built-in fault tolerance, and rapid recovery from localised disruptions.

**Swiggy's Business Continuity and Disaster Recovery (BCDR) Framework**

**Multi-AZ Architecture:**

Critical workloads are deployed across multiple AWS Availability Zones, each with independent power, cooling, and networking. This architecture minimises service disruptions and ensures redundancy in the event of infrastructure failure.

**Data Protection & Backup:**

Swiggy enables continuous backups and point-in-time recovery for critical systems. Key services such as Amazon RDS and Amazon EKS are configured with cross-AZ failover mechanisms to reduce the risk of data loss and ensure business continuity.

**Defined Recovery Objectives:**

- **Recovery Time Objective (RTO):** Established to minimise acceptable downtime.
- **Recovery Point Objective (RPO):** Defined to limit data loss to an acceptable threshold.

Both parameters are aligned with business-critical priorities to ensure operational resilience.

**Risk Assessment & Business Impact Analysis:**

Swiggy conducts regular risk assessments to identify potential threats – ranging from natural disasters and technical failures to human errors. Business Impact Analyses are performed to prioritise recovery efforts and allocate resources effectively based on risk exposure.

This BCDR strategy ensures that Swiggy is well-prepared to maintain continuity of essential services, protect customer trust, and respond swiftly to disruptions.

[Link to Policy](#)

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



**Phani Kishan Addepalli**  
Chief Growth Officer



**Good policy is built when business realities and societal priorities meet. Our role is to bring ground-level insights, backed by data, to help design regulations that actually work in practice – protecting livelihoods, encouraging entrepreneurship, and allowing the platform economy to grow responsibly. When advocacy is transparent and solutions-focussed, it creates an ecosystem where innovation and inclusion can move forward together.**

At Swiggy, we see policy advocacy as an opportunity to help shape the future of the platform economy in a way that balances innovation with inclusion. The regulations that govern our sector influence millions of livelihoods and set the framework for how entrepreneurship and responsible growth can thrive – and we recognise the responsibility that comes with having a voice in that dialogue.

Our approach is collaborative and evidence-led. We engage with policymakers, industry associations, and peer platforms to share data-backed insights and ground realities, contributing to frameworks that balance workforce welfare with economic opportunity. Whether it is helping

design social security systems for gig workers or participating in conversations on sustainability and digital innovation, we aim to enable progressive regulations that are practical, scalable, and future-ready.

Policy advocacy for us is about shaping outcomes, not just participating in conversations. Regulations around the platform economy are evolving fast, and our role is to bring data, real-world perspectives, and workable solutions to the table – openly and constructively. By focussing on what works in practice, we aim to influence policies that protect livelihoods, encourage entrepreneurship, and allow the platform economy to grow responsibly and inclusively.

### Essential Indicators

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

Swiggy was affiliated with and participated in discussions with three industry bodies during the reporting period i.e., FY 2024-25.

**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.**

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations
1	NASSCOM (National Association of Software and Service Companies)	National
2	Startup Policy Forum	National
3	India Plastics Pact (IPP)	National

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

There were no adverse orders or findings related to anti-competitive conduct issued against Swiggy by any regulatory authority during the reporting period. As a result, no corrective actions were necessitated or undertaken. Swiggy remains committed to operating in full compliance with applicable competition laws and upholding fair market practices in all its business operations.

### Leadership Indicators

**1. Details of public policy positions advocated by the entity:**

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/Others – please specify)	Web Link, if available
1	Inputs on social security provisions for gig and platform workers	Swiggy, along with other industry stakeholders, participated as a special invitee to the Committee constituted by the Ministry of Labour & Employment, Government of India to recommend a Social Security Framework for platform workers under the Code on Social Security, 2020.	Yes	–	<a href="#">Press Release</a>
2	Feedback on the Draft Karnataka Platform-Based Gig Workers (Social Security and Welfare) Bill, 2024	Provided formal inputs to the Labour Department, Government of Karnataka through industry consultations coordinated with ecosystem stakeholders.	Yes	–	<a href="#">NASSCOM Feedback</a>
3	Feedback on the Draft Telangana Gig and Platform Workers Bill, 2025	Submitted inputs to the Labour Department, Government of Telangana, in collaboration with other ecosystem stakeholders.	Yes	–	<a href="#">NASSCOM Feedback</a>
4	Feedback on the Draft Jharkhand Platform-Based Gig Workers (Registration and Welfare) Bill, 2024	Provided inputs to the Labour Department, Government of Jharkhand, as part of industry consultations with other stakeholders.	Yes	–	<a href="#">NASSCOM Feedback</a>

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



**Amitesh Jha**  
CEO – Instamart



**The real power of a platform lies in how many doors it can open for others. Growth becomes meaningful when a small business can hire more people, when a regional supplier can reach new markets, or when a first-generation entrepreneur gains the confidence to scale. Those ripple effects matter because they outlast individual transactions – they create stronger local economies and communities that grow with you. That’s the kind of impact we want Swiggy to stand for.**

At Swiggy, inclusive growth is not just about expanding our business footprint – it is about ensuring that the opportunities we create benefit everyone connected to our ecosystem. As a platform that supports entrepreneurs, partners, and small businesses across the country, we see our growth as meaningful only when it translates into economic participation, local employment, and community resilience.

Over the years, we have focussed on strengthening local value chains and creating pathways for smaller players to grow. By sourcing locally, and building long-term relationships with MSMEs, cooperatives, regional suppliers, and producer networks, we are helping strengthen domestic supply chains and expand economic participation beyond large urban centres. Our partnerships are designed to be enablers – providing access, visibility, and opportunities that many small businesses would otherwise struggle to find.

Driving inclusion also means supporting those who have historically been underrepresented. Through initiatives that encourage women-led, youth-led, and community-based businesses, we aim to build capacity, confidence, and economic independence for those who are often left out of formal growth opportunities.

True impact, for us, is measured by how our growth enables shared progress. By creating transparent systems, responding to local community needs, and designing programmes that support long-term economic participation, we want to ensure that the success of our platform translates into stronger livelihoods, resilient communities, and a more equitable distribution of value across the ecosystem.

## Essential Indicators

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

Not applicable. During FY 2024-25, Swiggy did not undertake any projects that triggered mandatory Social Impact Assessments (SIA) under applicable legislations. The nature of Swiggy's operations does not involve land acquisition or development activities requiring such assessments.

However, Swiggy proactively integrates stakeholder feedback into the design and implementation of its social impact initiatives to ensure they are inclusive, equitable, and responsive to community needs.

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

Not applicable. Swiggy did not undertake any projects during the reporting period that required Rehabilitation and Resettlement (R&R) under applicable laws or regulatory mandates. As a digital platform, Swiggy's business model does not involve large-scale infrastructure development or land acquisition that would trigger R&R obligations.

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

Swiggy has institutionalised a structured, transparent, and accessible grievance redressal framework to address concerns raised by community stakeholders, including customers, restaurant partners, delivery executives, employees, and local communities impacted by its operations.

The grievance mechanism is governed by Swiggy's Stakeholder Management and Grievance Redressal Policy, which outlines a tiered resolution process, timelines for redressal, and clear channels for escalation. Community members can lodge grievances through multiple formal channels – such as customer service portals, written communication, or helpline numbers. For issues involving ethical conduct, safety, or misconduct, Swiggy's Whistleblower Policy allows for confidential or anonymous reporting through a secure platform, with protection against retaliation and oversight from an independent committee. The Internal Complaints Committee (ICC) further addresses grievances related to POSH, while other specialised redressal teams handle operational complaints or partner-related issues.

Delivery partners, a key stakeholder group, can raise grievances through an integrated support system within the Swiggy app, which offers real-time chat, call-back options, and tracking of grievance status. All complaints are monitored for closure within defined service-level timelines and reviewed periodically for trends, escalation, or policy-level interventions. Swiggy also proactively engages with local communities through its social-impact programmes and partnerships, gathering feedback during programme design and implementation. Swiggy ensures that community well-being remains a priority through responsive grievance redressal and ethical engagement practices. While dedicated, stakeholder-specific channels are in place, Swiggy's Stakeholder Management and Grievance Redressal Policy also provides an overarching grievance mechanism accessible to all stakeholders through the designated email address: [grievances@swiggy.in](mailto:grievances@swiggy.in). These mechanisms ensure fairness, transparency, and continuous improvement, reinforcing Swiggy's commitment to inclusive growth and responsible corporate citizenship.

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directly sourced from MSMEs/small producers	6.10%	7.21%
Directly from within India	98.92%	98.37%

### 5. Job creation in smaller towns – disclose wages paid to persons employed (permanent employees) in the following locations, as % of total wage cost:

Location	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Rural	0	0
Semi-urban	0.0043%	0
Urban	1.4822%	1.35%
Metropolitan	98.51%	98.65%

\*The definitions of rural, semi-urban, urban, and metropolitan cities have been adopted in accordance with the Reserve Bank of India's (RBI) classification system.

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



**Madhusudhan Rao**  
Chief Technology Officer



**The best technology disappears into the experience - it makes the right things feel effortless. What excites us is solving for scale in a way that builds better habits by design: how choices are presented, how information is surfaced, how systems nudge behaviour without feeling intrusive. If we can make responsibility feel intuitive, millions of individual decisions shift automatically - and that's when real change compounds.**

At Swiggy, every consumer interaction is an opportunity to build trust and influence behaviours that are better for individuals, communities, and the ecosystem. We believe that convenience and responsibility are not opposing forces – done right, they strengthen each other by making sustainable choices a natural part of the experience.

Our focus has been to integrate responsibility into the very design of the consumer journey. Features that nudge sustainable behaviour, strengthen food integrity, and promote better-for-you and better-for-the-planet

alternatives are built to make better choices simple and intuitive. Transparency in communication, secure digital infrastructure, and reliable grievance redressal systems ensure that consumer confidence is upheld at every step.

But the real impact goes beyond individual orders. By shaping how people choose, what they expect, and the standards they hold the ecosystem to, we aim to make responsible consumption a defining feature of convenience. Every interaction on our platform is a chance to raise the bar – not just for Swiggy, but for the industry at large.

### Essential Indicators

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

Swiggy serves two key customer groups, as described in Section-A, Q19(c):

**End-users of the platform:** Swiggy has a multi-channel support system in place to collect and respond to queries, complaints, and feedback from end-users. These channels include the in-app support section, email, social media platforms, and app store ratings and reviews. For order-related issues, end-users can also access live support via chat or call to resolve concerns in real time. Post-resolution feedback is collected after each supported interaction to assess satisfaction levels and identify areas for improvement. Insights from this feedback are analysed to enhance user experience and implement necessary corrective measures.

**Restaurant partners:** Swiggy enables its restaurant partners to raise queries and provide feedback through the Swiggy Partner App, email, and social media platforms. For order-related issues, partners can also access live support via chat or call to resolve concerns in real time. Feedback is gathered post-resolution and reviewed to improve service quality and partner engagement.

While dedicated stakeholder-specific channels are in place, Swiggy's Stakeholder Management and Grievance Redressal Policy also provides an overarching grievance mechanism accessible to all stakeholders through the designated email address: [grievances@swiggy.in](mailto:grievances@swiggy.in).

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

Parameter	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	

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

	FY 2024-25 Current Financial Year		Remarks	FY 2023-24 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	Includes complaints registered before judicial authorities by end users and restaurant partners	0	0	Includes complaints registered before judicial authorities by end users and restaurant partners
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	-	-	Not applicable	-	-	Not applicable
Restrictive Trade Practices	1	1	Includes complaints registered before judicial authorities by end users and restaurant partners	0	0	Includes complaints registered before judicial authorities by end users and restaurant partners
Unfair Trade Practices	12	45		13	35	
Other	26	81		29	66	

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not applicable

#### 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.

Yes, we have established standards across various domains, including information security, privacy, payment card security, and data localisation. As part of these standards, we conduct risk assessments and impact analyses, implement cybersecurity policies and controls, manage Third-Party Risk Management (TPRM), provide training and awareness programmes, and ensure continuous monitoring and detection through SIEM. We also have protocols in place for responding to cybersecurity incidents.

[Link to IT Security Policy](#)

**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 customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**

During the reporting period, no incidents were recorded that required corrective action in relation to advertising practices, cybersecurity and data privacy of customers, product recalls, or penalties/actions by regulatory authorities concerning product or service safety. The delivery of essential services is not applicable to Swiggy's business operations in the reporting period. Swiggy continues to maintain strong governance practices and robust internal mechanisms to monitor and address any emerging concerns.

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

- a. **Number of instances of data breaches:** 0
- b. **Percentage of data breaches involving personally identifiable information of customers:** Not applicable
- c. **Impact, if any, of the data breaches:** Not applicable

During the reporting period, Swiggy did not experience or report any data breaches. This reflects the effectiveness of its data privacy and information security framework, which is underpinned by an ISO 27001-certified Information Security Management System. The Company has established protocols for incident reporting and response to ensure any data breaches, if they occur, are promptly addressed, impacts mitigated, and recurrence risks minimised through corrective and preventive actions.

**Process for Managing, Addressing, and Mitigating Data Breaches**

Swiggy maintains a robust framework for data security, with established protocols to detect, respond to, and mitigate data breaches. Our approach ensures swift containment, regulatory compliance, and minimal disruption to stakeholders. In the event of a breach, we follow structured procedures for incident logging, risk assessment, stakeholder notification, and root cause analysis. Preventive controls, regular audits, and employee training further strengthen our resilience and commitment to data protection.

**Leadership Indicators**

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

Swiggy's products and services are accessible through multiple digital platforms, ensuring seamless access for consumers and partners across India. Key access channels include:

**Swiggy Website:** [www.swiggy.com](http://www.swiggy.com)

**Swiggy Mobile App:** Available on both iOS and Android platforms via:

- **Google Play Store:** [Swiggy - Food & Grocery Delivery](#)
- **Apple App Store:** [Swiggy - Food & Grocery Delivery](#)

**Social Media Platforms:**

- **Instagram:** [Swiggy India](#) | [Swiggy \(Employees\)](#) | [Swiggy \(Delivery Partners\)](#)
- **Facebook:** [Swiggy](#)
- **LinkedIn:** [Swiggy](#)
- **Twitter (X):** [Swiggy](#)
- **YouTube:** [Swiggy](#)

These channels provide customers, delivery partners, and restaurant partners with streamlined access to Swiggy's services, updates, and support.

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

Swiggy actively educates consumers on the safe and responsible use of its platform through clear in-app communication. Real-time order updates, transparent delivery timelines, and an intuitive Help Section provide guidance on cancellations, refunds, and issue resolution. Customer safety is further supported by dedicated teams that address concerns related to delivery partner conduct or emergencies.

To promote informed and sustainable consumption, Swiggy has implemented the following initiatives:

**Eco Saver:** In July 2024, Swiggy launched Eco Saver - a feature within our platform that promotes order batching and route optimisation to reduce redundant trips, lower last-mile emissions, and improve delivery efficiency. Eco Saver has facilitated approximately 30 million deliveries resulting in a reduction of over 500 tonnes of CO<sub>2</sub> emissions.

**Cutlery Opt-Out:** Swiggy introduced the cutlery opt-out model to minimise waste in food deliveries. By default, customers do not receive disposable cutlery with their orders unless they explicitly request it. This nudge has helped change user behaviour and significantly reduced plastic consumption across millions of deliveries. Within a week of introducing the feature, approximately 96% of orders had cutlery opt-out enabled, significantly reducing waste across our delivery ecosystem.

**Swiggy Seal:** Aimed at strengthening food integrity and hygiene, Swiggy has launched the Swiggy Seal - Food Integrity Certification to systematically raise quality and hygiene standards across its restaurant ecosystem. Developed with FSSAI-recognised audit agencies and informed by over 7 million verified customer reviews, the certification goes beyond compliance - embedding a culture of continuous improvement. The Seal is dynamic, merit-based, and can be revoked in case of lapses, reinforcing credibility and accountability.

**Guilt-Free Offerings:** Through its Guilt-Free category, Swiggy promotes healthier consumption by curating meals that are lower in calories, sugar, and fat, or prepared using natural and organic ingredients - supporting customers in making informed, mindful dietary choices.

### 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Swiggy, as a digital platform facilitating hyperlocal deliveries, operates a technology-enabled model that is integral to urban convenience but is not currently classified as an 'essential service' under the Essential Services Maintenance Act, 1981. However, during exceptional circumstances such as the COVID-19 pandemic, food and grocery delivery services have been acknowledged by several state and local authorities as essential to maintaining supply continuity.

To mitigate disruption-related risks and ensure transparency, Swiggy has institutionalised the following mechanisms to proactively inform consumers in the event of any interruption to services:

**In-app Notifications & Dynamic Filters:** Real-time serviceability updates are integrated within the platform to notify users of delays, service restrictions, or temporary unavailability based on location-specific conditions (e.g., extreme weather, civic unrest, government-imposed restrictions).

**Automated Communication Channels:** Customers receive alerts via push notifications, SMS, and email for any order-level disruption or systemic downtime.

**Customer Support Escalation Pathways:** A dedicated customer experience team is available 24\*7 to respond to service queries and proactively communicate on escalated issues.

**Public Information Dissemination:** In the event of significant disruptions, Swiggy leverages broader outreach tools including its corporate website, social media channels, and regional operations teams to communicate service updates to consumers and partners.

These measures ensure timely, accurate, and accessible communication to safeguard customer experience and trust during periods of disruption.

### 4. Does the entity display product information on the product over & 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)

Not applicable. Swiggy functions as a technology-enabled service platform that facilitates food delivery, restaurant discovery, and other hyperlocal services. However, to ensure transparency and support informed consumer choices, Swiggy enables its restaurant and seller partners to voluntarily disclose relevant product information - including ingredients, allergens, and nutritional details - on the platform, wherever applicable.

Swiggy also incorporates a continuous customer feedback loop through its digital interface. One such mechanism is the in-app chat support rating feature, which captures user satisfaction ratings after each customer service interaction. These insights are used internally to drive service improvements and enhance the overall consumer experience.

# Independent Practitioners' Limited Assurance Report

To the Board of Directors of Swiggy Limited

## Assurance report on sustainability disclosures in the Business Responsibility and Sustainability Reporting (BRSR) Core Format.

Assurance report on the sustainability disclosures in the Business Responsibility and Sustainability Reporting (BRSR) Core Format<sup>1</sup> (called 'Identified Sustainability Information' (ISI) of Swiggy Limited (the 'Company') for the period from 1 April 2024 to 31 March 2025. The ISI is included in the Business Responsibility and Sustainability Reporting of the Company for the period from 1 April 2024 to 31 March 2025.

### Opinion

We have performed an assurance engagement on the Identified Sustainability Information (ISI) as detailed in the table below:

Identified Sustainability Information (ISI) subject to assurance	Period subject to assurance	Reporting criteria
BRSR Core (refer Annexure 1)	1 April 2024 to 31 March 2025	<ul style="list-style-type: none"> <li>- Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (SEBI LODR)</li> <li>- Guidance notes for BRSR format issued by SEBI</li> <li>- World Resource Institute (WRI)/World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol (A Corporate Accounting and Reporting Standards)</li> </ul>

This engagement was conducted by a multidisciplinary team including assurance practitioners, engineers and environmental and social professionals.

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the company's Identified Sustainability Information of the Annual Report relating to BRSR core attributes for the year ended 31 March 2025, is not prepared, in all material respects, in accordance with the Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (SEBI LODR) and basis of preparation set out in Section A: Question 13 of the BRSR.

### Basis for conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information and ISAE 3410, Assurance Engagements on Greenhouse Gas Statements issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under those standards are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

KPMG Assurance and Consulting Services LLP (the Firm) applies International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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

<sup>1</sup>Notified by SEBI vide circular number **SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023**

### Other information

Management and the Board of Directors are responsible for the other information. The other information comprises the information included in the Company's Annual Report (but does not include the BRSR Core attributes and assurance report thereon).

Our limited assurance opinion on the BRSR Core attributes does not cover the other information, and we do not express any form of assurance conclusion thereon.

In connection with our assurance report of the BRSR Core attributes, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the BRSR Core attributes or our knowledge obtained in the assurance or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Other matter

The BRSR for the period from 1 April 2023 to 31 March 2024 was not subject to limited/reasonable assurance and we do not express an opinion/conclusion or provide any assurance on such information.

Our opinion/conclusion is not modified with respect to this matter.

### Intended use or purpose

The ISI and our limited assurance report are intended for users who have reasonable knowledge of the BRSR attributes, the reporting criteria and ISI and who have read the information in the ISI with reasonable diligence and understand that the ISI is prepared and assured at appropriate levels of materiality.

Our opinion is not modified in respect of this matter.

### Management's responsibilities for Identified Sustainability Information (ISI)

The management of the company are responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Identified Sustainability Information that is free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Identified Sustainability Information and appropriately referring to or describing the criteria; and
- preparing/fairly stating/properly calculating the Identified Sustainability Information in accordance with the reporting criteria.
- ensuring the reporting criteria is available for the intended users with relevant explanation;
- establishing targets, goals and other performance measures, and implementing actions to achieve such targets, goals and performance measures;
- responsible for providing the details of the management personnel who takes ownership of the ISI disclosed in the report;
- ensuring compliance with law, regulation or applicable contracts;
- making judgements and estimates that are reasonable in the circumstances;
- identifying and describing any inherent limitations in the measurement or evaluation of information covered by assurance in accordance with the reporting criteria;
- preventing and detecting fraud;
- selecting the content of the ISI, including identifying and engaging with intended users to understand their information needs;
- informing us of other information that will be included with the ISI;
- supervision of other staff involved in the preparation of the ISI.

Those charged with governance are responsible for overseeing the reporting process for the company's ISI.

## Inherent limitations

The preparation of the company's sustainability information requires the management to establish or interpret the criteria, make determinations about the relevancy of information to be included, and make estimates and assumptions that affect the reported information.

Measurement of certain amounts and BRSR attributes, some of which are estimates, is subject to substantial inherent measurement uncertainty, for example, GHG emissions, water footprint, and energy footprint. Obtaining sufficient appropriate evidence to support our opinion/conclusion does not reduce the uncertainty in the amounts and metrics.

## Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain a limited assurance about whether the ISI is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Board of Directors of the Company.

## Summary of the work we performed as the basis for our conclusion

We exercised professional judgement and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence that is sufficient and appropriate to provide a basis for limited assurance conclusion.

Our procedures selected depended on our understanding of the ISI covered by limited assurance and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise.

In carrying out our engagement, we:

- assessed the suitability of the criteria used by the company in preparing the information covered by limited assurance;
- interviewed senior management and relevant staff at corporate and selected locations concerning policies for occupational health and safety, and the implementation of these across the business;
- through enquiries, obtained an understanding of Swiggy Limited's control environment, processes and information systems relevant to the preparation of the information covered by limited assurance, but did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness;
- made enquiries of relevant staff at corporate and selected locations responsible for the preparation of the Information covered by limited assurance;
- undertook one physical site visit to Head office, Bengaluru. We selected this site based on the relative size of the workforce of this location to the total workforce and area of the office;
- inspected, at each site visited, a limited number of items to or from supporting records, as appropriate;
- applied analytical procedures, as appropriate;
- recalculated the information covered by limited assurance based on the criteria; and
- evaluated the overall presentation of the information covered by limited assurance to determine whether it is consistent with the criteria and in line with our overall knowledge of, and experience with, the company's occupational health and safety.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

**Exclusions:**

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

- Any form of review of the commercial merits, technical feasibility, accuracy, compliance with applicable legislation for the project, and accordingly we will express no opinion thereon. We will also not be required to verify any of the judgements and commercial risks associated with the project, nor comment upon the possibility of the financial projections being achieved.
- The Company's statements that describe the strategy, progress on goals (other than those listed under the scope of assurance), expression of opinion, claims, belief, aspiration, expectation, aim to future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.
- Operations of the Company other than those mentioned in the "Scope of Assurance".
- Aspects of the BRSR attributes and the data/information (qualitative or quantitative) other than the ISI.
- Data and information outside the defined reporting period, i.e., 1 April 2024 to 31 March 2025.

For **KPMG Assurance and Consulting Services LLP**

Sd/-

**Ravi Kant Thakur**

Partner

Date: July 24, 2025

Place: Gurugram

## Annexure-1

## Identified Sustainability Information: BRSR Core

Principle	Attribute/Area	Parameter/Metric
Principle 1 - E8	Fairness in Engaging with Customers and Suppliers	Number of days of accounts payable
Principle 1 - E9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties
Principle 3 - E1 c	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers
Principle 3 - E11		Details of safety related incidents (LTIFR, Recordable Injuries, Fatalities, High Consequence Injuries)
Principle 5 - E3 b	Enabling Gender Diversity in Business	Gross wages paid to females as percentage of total wages paid by the entity
Principle 5 - E7		Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
Principle 6 - E1	Energy Footprint	Total energy consumption
		Percentage of energy consumed from renewable sources
		Energy intensity (per rupee of turnover, per rupee of turnover adjusted for PPP, per physical output)
Principle 6 - E3	Water Footprint	Total water consumption
		Water consumption intensity (per rupee of turnover, per rupee of turnover adjusted for PPP, per physical output)
Principle 6 - E4	Water Footprint	Water Discharge by destination and levels of Treatment
Principle 6 - E7	GHG Footprint	Total Scope 1 emissions (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)
		Total Scope 2 emissions (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)
		GHG Emission Intensity (Scope 1+2) (per rupee of turnover, per rupee of turnover adjusted for PPP, per physical output)
Principle 6 - E9	Embracing circularity - waste details	Provide details related to waste generated by category of waste
		Waste intensity (per rupee of turnover, per rupee of turnover adjusted for PPP, per physical output)
		Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations

**Annexure-2**

# GRI Content Index

BRSR section	BRSR principle	BRSR question	GRI indicator		
Section A	-	Corporate Identity Number (CIN) of the Listed Entity			
		Name of the Listed Entity	GRI 2-1-a		
		Year of incorporation			
		Registered office address			
		Corporate address	GRI 2-1-c		
		E-mail	GRI 2-3-d		
		Telephone			
		Website			
		Financial year for which reporting is being done	GRI 2-3- (a, b)		
		Name of the Stock Exchange(s) where shares are listed			
		Paid-up Capital			
		Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	GRI 2-3-d		
		Reporting boundary	GRI 2-2- (a, c)		
		Name of assurance provider			
		Type of assurance obtained			
		Details of business activities (accounting for 90% of the turnover)	GRI 2-6-b-i		
		Products/Services sold by the entity (accounting for 90% of the entity's Turnover)	GRI 2-6-b-i		
		Number of locations where plants and/or operations/offices of the entity are situated	GRI 2-6-b-i		
		Number of locations (Markets served by the entity)	GRI 2-6-b- (i, iii)		
		What is the contribution of exports as a percentage of the total turnover of the entity			
		A brief on types of customers			
		Employees and workers (including differently abled)	GRI 2-7- (a, b-i, ii)		
		Differently abled Employees and workers	GRI 2-8-a GRI 405-1-b-iii		
		Participation/Inclusion/Representation of women	GRI 405-1-a-i GRI 405-1-b-i		
		Turnover rate for permanent employees and workers	GRI 401-1-b		
		Names of holding/subsidiary/associate companies/joint ventures	GRI 2-2-(a, b)		
		Whether CSR is applicable as per section 135 of Companies Act, 2013	GRI 201-1-a-i-ii-iii		
		Turnover (in INR)			
		Net worth (in INR)			
		Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct	GRI 2-25-e		
		Overview of the entity's material responsible business conduct issues	GRI 3-1-a-i-ii GRI 3-1-b GRI 3-2-a GRI 3-3-a GRI 3-3-d-i-ii GRI 201-2-a		
		Section B		a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	GRI 2-23-(a, c, d) GRI 2-11-(a, b)
				b. Has the policy been approved by the Board? (Yes/No)	
c. Web Link of the Policies, if available					
Whether the entity has translated the policy into procedures. (Yes/No)	GRI 2-24-a-ii GRI 2-10				
Do the enlisted policies extend to your value chain partners? (Yes/No)	GRI 2-23-e				
		Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.			

BRSR section	BRSR principle	BRSR question	GRI indicator
		Specific commitments, goals and targets set by the entity with defined timelines, if any.	GRI 3-3-c GRI 3-3-e-ii
		Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	GRI 3-3-e-iii
		Statement by director responsible for the business responsibility report, highlighting sustainability related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	GRI 2-22-a GRI 2-12-a
		Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	GRI 2-13-a-i
		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.	GRI 2-9-b GRI 2-9-c-i-viii
		Details of Review of NGRBCs by the Company:	
		Performance against above policies and follow up action	
		Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	
		Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	GRI 2-5-b-i-iii
		If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	
		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)	
		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 1	Percentage coverage by training and awareness programmes on any of the principles during the financial year:	GRI 2-17-a GRI 2-24-a-iv
		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 on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):	GRI 2-27-a-i-ii GRI 2-27-b-i-ii GRI 2-27-c GRI 2-27-d
		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	GRI 2-27-a-i-ii
		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	GRI 2-23-a GRI 2-23-c GRI 3-3-c GRI 205-1
		Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:	GRI 205-1 GRI 205-3- (a-d)
		Details of complaints with regard to conflict of interest:	GRI 2-25-e GRI 2-15- (a, b)
		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.	GRI 205-3
		Number of days of accounts payables ((Accounts payable *365)/Cost of goods/services procured) in the following format	
		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:	
		Awareness programmes conducted for value chain partners on any of the Principles during the financial year	GRI 2-24-a-iv
		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	GRI 2-10-b-iii GRI 2-15-a

BRSR section	BRSR principle	BRSR question	GRI indicator
	Principle 2	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.	
		a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?	GRI 308-1-a GRI 414-1-a
		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.	GRI 3-3-d GRI 306-2-a
		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	
		Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?	
		If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same	GRI 3-3- (a, d) GRI 306-1 GRI 306-2-a
		Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).	GRI 301-1 GRI 301-2-a
		Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:	GRI 301-2-a GRI 301-3-a
		Reclaimed products and their packaging materials (as percentage of products sold) for each product category.	GRI 301-1 GRI 301-3-a
	Principle 3	Details of measures for the well-being of employees:	GRI 401-2-a-i-vii
		Details of measures for the well-being of workers:	
		Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –	
		Details of retirement benefits, for Current FY and Previous Financial Year	GRI-201-3-b-i-iii GRI 201-3-c GRI 201-3-d GRI 201-3-e
		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.	GRI 3-3
		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.	GRI 3-3-c
		Return to work and Retention rates of permanent employees and workers that took parental leave.	GRI 401-3
		Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief	GRI 2-25
		Membership of employees and worker in association(s) or Unions recognised by the listed entity	GRI 2-30-a GRI 402-1 GRI 407-1
		Details of training given to employees and workers	GRI 403-5-a GRI 404-1-a-i GRI 404-2-a
		Details of performance and career development reviews of employees and workers	GRI 404-3- a
		Health and safety management system: a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system? b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N) d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No).	GRI 403-1-a GRI 403-1-b GRI 403-2-a GRI 403-2-b GRI 403-2-c GRI 403-4-a GRI 403-6-a
		Details of safety-related incidents, in the following format:	GRI 403-9-a-i-v GRI 403-9-b-i-v GRI 403-10-a GRI 403-10-b-ii

BRSR section	BRSR principle	BRSR question	GRI indicator
		Describe the measures taken by the entity to ensure a safe and healthy workplace	GRI 3-3-d-i-iii GRI 403-2-a-i-ii GRI 403-9-c-iii GRI 403-9-d GRI 403-10-c-iii
		Number of Complaints on the following made by employees and workers:	GRI 2-25-e
		Assessments for the year: Health and safety practices, Working Conditions	GRI 3-3-e-i
		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.	GRI 3-3-d-i-ii GRI 403-9-c-ii-iii GRI 403-9-d GRI 403-10-c-ii-iii
		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)	GRI 401-a-i
		Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners	
		Provide the number of employees/workers having suffered high consequence workrelated injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:	GRI 3-3-d-ii
		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)	GRI 404-2-b
		Details on assessment of value chain partners	GRI 414-2-a
		Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.	GRI 414-2-d GRI 414-2-e
	Principle 4	Describe the processes for identifying key stakeholder groups of the entity.	GRI 2-29-a-i
		List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.	GRI 3-1-b GRI 2-29-a-i-iii
		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.	GRI 2-12-b GRI 2-13- (a, b) GRI 2-29-a
		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.	GRI 3-1-a-i-ii GRI 3-1-b
		Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.	GRI 2-29-a-i-iii
	Principle 5	Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:	GRI 2-24-a-iv GRI 205-2-e GRI 403-5-a GRI 404-1-a-i-ii GRI 410-1-a
		Details of minimum wages paid to employees and workers, in the following format	GRI 202-1- (a, b) GRI 405-2-a
		Details of remuneration/salary/wages a. Median remuneration/wages b. Gross wages paid to females as % of total wages paid by the entity, in the following format	GRI 2-19-a-i-v GRI 2-21-a
		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)	GRI 2-13-a-i-ii
		Describe the internal mechanisms in place to redress grievances related to human rights issues.	GRI 2-25-b GRI 2-25-d GRI 2-25-e
		Number of Complaints on the following made by employees and workers:	GRI 2-25-e, GRI 406-1-a 5.1, 5.2, 8.7,
		Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:	
		Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	GRI 2-25-e

BRSR section	BRSR principle	BRSR question	GRI indicator
		Do human rights requirements form part of your business agreements and contracts? (Yes/No)	GRI 2-23-a-iv GRI 2-23-e GRI 2-23-f GRI 2-24-a-iii GRI 414 GRI 3-3
		Assessments for the year (Child labour, Forced/involuntary labour, etc.)	
		Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above.	GRI 3-3-d-i-ii
		Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.	GRI 2-25- (b, e) GRI 3-3-d-i-ii
		Details of the scope and coverage of any Human rights due-diligence conducted	GRI 3-1-a-i GRI 3-3- (a, c, d)
		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?	
		Details on assessment of value chain partners (Sexual Harassment, Discrimination at workplace, Child Labour, etc.)	GRI 414-1-a GRI 414-2-a
		Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.	GRI 414-2- (d, e)
	Principle 6	Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:	GRI 302-1-a GRI 302-1-b GRI 302-1-c-i GRI 302-1-e GRI 302-3-a GRI 302-1-b
		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.	
		Provide details of the following disclosures related to water, in the following format:	GRI 303-1
		Provide the following details related to water discharged:	GRI 303-3-a-i-iv GRI 303-5-a
		Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	GRI 303-1-a GRI 303-2-a
		Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:	GRI 305-7-a-i-vii
		Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:	GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4
		Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.	GRI 305-5-a GRI 305-5-b GRI 305-5-c GRI 305-5-d
		Provide details related to waste management by the entity, in the following format:	GRI 306-3-a GRI 306-4-a GRI 306-4-b-i-iii GRI 306-4-c-i-iii GRI 306-5-a GRI 306-4-5-i-iii GRI 306-5-c-i-iv
		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.	GRI 306-2-a GRI 3-3-c GRI 3-3-d-i-ii
		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:	GRI 304-1-a-i-v
		Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:	GRI 304 GRI 413-1-a-ii GRI 303-1- (a,c)

BRSR section	BRSR principle	BRSR question	GRI indicator
		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:	GRI 2-27-a-i-ii GRI 2-27-b-i-ii
		Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility/plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format:	GRI 303-3-b-i-iv GRI 303-4-a-i-ii
		Please provide details of total Scope 3 emissions & its intensity, in the following format:	GRI 305-3- (a, b) GRI 305-4- (a-d)
		With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.	GRI 304-2-a-i-vi GRI 304-2-b-i-iv GRI 304-3-a
		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:	GRI 3-3
		Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link	
		Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard	GRI 308-2-c GRI 308-2-d
		Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts	GRI 308-1-a GRI 308-2-a
	Principle 7	a. Number of affiliations with trade and industry chambers/associations. b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.	GRI 2-28-a
		Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.	GRI 206-1 GRI 3-3
		Details of public policy positions advocated by the entity:	GRI 2-28-a GRI 415
	Principle 8	Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.	GRI 413-1-a-i-iii GRI 203-1
		Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format	GRI 413-1-a-iv GRI 413-2-a
		Describe the mechanisms to receive and redress grievances of the community	GRI 3-3 GRI 2-25-b GRI 413-1-a-viii
		Percentage of input material (inputs to total inputs by value) sourced from suppliers:	GRI 204-1-a GRI 204-1-b GRI 204-1-c
		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	
		Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):	GRI 3-3-d-i-ii GRI 413-1-a-iv GRI 203-1
		Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:	GRI 413-1-a-iv GRI 203-1
		(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No) (b) From which marginalised/vulnerable groups do you procure? (c) What percentage of total procurement (by value) does it constitute?	GRI 3-3 GRI 203-1 GRI 204-1-a
		Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:	GRI 201-1
		Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved	GRI 3-3-d-i-ii
		Details of beneficiaries of CSR Projects:	GRI 413-1- a-iv GRI 203-1

BRSR section	BRSR principle	BRSR question	GRI indicator
	Principle 9	Describe the mechanisms in place to receive and respond to consumer complaints and feedback.	GRI 2-25- (b, d, e) GRI 2-29-a
		Turnover of products and/services as a percentage of turnover from all products/service that carry information about:	GRI 417-1-a-i-v GRI 417-1-b
		Number of consumer complaints in respect of the following	GRI 418-1-a-i-ii GRI 418-1-b
		Details of instances of product recalls on account of safety issues	GRI 416-2-a-i-iii
		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.	GRI 2-23-a GRI 2-23-c GRI 3-3 GRI 418
		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 customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.	GRI 3-3-d-i-ii
		Provide the following information relating to data breaches: a. Number of instances of data breaches b. Percentage of data breaches involving personally identifiable information of customers c. Impact, if any, of the data breaches	GRI 418-1-a
		Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).	GRI 2-6-b-i
		Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	GRI 417 GRI 3-3
		Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.	
		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)	GRI 417-1-a-i-v GRI 417-1-b